Library Service Desk Team Leader

Department: Access Services, Emory Libraries
Salary: Commensurate with qualifications and experience
Position Availability: Immediately

Position Summary

Emory University Libraries seek a highly collaborative individual as the Library Service Desk Team Leader (LSDTL) of the Access Services Department Management Team. The Library Service Desk Team Leader has responsibility for the daily management of the Woodruff Library Service Desk, the Music and Media Library Service Desk, and the Woodruff Library Entrance Desk, including direct supervision of 8.5 FTE staff members and indirect supervision of up to 50 student employees. The LSDTL has responsibility for managing the services that the three service desks provide, including circulation; in-person reference; virtual assistance (chat and email); access control; and directional and learning commons patron assistance. The incumbent works with Access Services unit heads and staff as well as other Emory Libraries and Library and Information Technology Services (LITS) colleagues including subject librarians, the core systems team, library security and the Learning Commons Manager to plan and develop services provided at the Library Service Desk. The LSDTL works with the Head of Access Services and other Emory University Libraries to develop and implement circulation and public services policies and practices across the Emory Libraries. In addition, the LSDTL oversees reference services and works with reference staff in other libraries to support a collaborative community of practice that supports users. The incumbent provides reference assistance at the Library Service Desk and is responsible for development and management of the Reference Collection.

Essential Responsibilities & Duties

A. Management of the Library Service Desk, the Music and Media Library Service Desk, and the Woodruff Library Entrance Desk

1. Responsible for planning, development, implementation, management, promotion, and assessment of services offered at the Woodruff Library Service Desk (LSD), Music Media Library Service Desk, and the Woodruff Library Entrance Desk.
2. Establishes priorities and manages resources in support of the operations of the service desks.
3. Maintains working knowledge of circulation policies and services of all EU Libraries to facilitate communication and collaboration.
4. Works with service desk staff, other EU Libraries and the Circulation Community of Practice (CCOP) to refine, develop, and implement circulation policies and practices across the Emory University Libraries.
5. Creates, develops, and maintains instructional tools, aids, guides, webpages and tutorials as needed.
6. Provides assistance as needed at the Woodruff Library Service Desk (LSD), Music Media Library Service Desk, and the Woodruff Library Entrance Desk and via email, IM, and phone to Emory faculty, students, staff, and community users.
7. Provides coverage for the Woodruff Library Service Desk (LSD), Music Media Library Service Desk, and the Woodruff Library Entrance Desk, including opening, evening/weekend and holidays as needed.
8. Interprets EU Libraries circulation policies pertaining to loan periods, patron accounts and bills; makes decisions on exceptions to policies as requested by patrons.
9. Works with library facilities and the Head of Access Services to maintain and enhance the physical desk and surrounding service areas on level 2 and the Music and Media Library.
10. Reviews and assesses workflow relating to services provided by the Woodruff Library Service Desk (LSD), Music Media Library Service Desk, and the Woodruff Library Entrance Desk. Implements process improvement as needed.
11. Manages or participates in projects related to Woodruff Library Service Desk (LSD), Music Media Library Service Desk, and the Woodruff Library Entrance Desk and the services the desks provide.
12. Performs other duties related to the Woodruff Library Service Desk (LSD), Music Media Library Service Desk, and the Woodruff Library Entrance Desk as needed to accomplish the goals of the department, division, and library.

B. Technology & Systems

1. Keeps current on trends related to services and processes and recommends new practices including innovative uses of technology.
2. Advises Head of Access Services on the purchase of software and hardware used in support of the Woodruff Library Service Desk (LSD), Music Media Library Service Desk, and the Woodruff Library Entrance Desk, including scheduling, statistical, and chat software.
3. Works closely with the Core Systems Team to support the circulation module of the Integrated Library System (ILS). Updates configurations in the ILS as needed, including library hours.
4. Works with oversight groups to assess and develop public interfaces including discoverE and other core tools.
5. Oversees the maintenance of the Music and Media equipment loaner pool; manages the equipment pool annual replacement budget. Coordinates annual purchases of loaner equipment.
6. Works with LITS Client Services to support the Music and Media Library laptop loaner pool and the Level 2 visitor stations.
7. Oversees the daily maintenance of Learning Commons Equipment. Reports problems to the Learning Commons Manager.

C. Managerial Responsibilities

1. Serves as a member of the management team within the Access Services Department
2. Serves as a member of the management team within the Access/Content Division.
3. Serves as the Library Service Desk Manager with programmatic responsibility for functional areas and supervision of staff (8.5 FTE staff and up to 10 FTE student employees).
4. Works with service desk coordinators to manage the annual student employee budget, and request new allocations as needed.
5. Works with direct reports to coordinate recruitment, hiring, orientation, training, supervision, and evaluation of student employees. Coaches, mentors, and counsels both direct and indirect reports in order to develop staff in a positive and proactive manner ensuring individuals have opportunity to develop broad knowledge of library operations and services as well specialized skills. Works with LITS HR staff to develop specific training for staff based on need and participates in succession planning and management initiatives as appropriate.
6. Responsible for developing and maintaining up-to-date library staff job descriptions for staff within unit. Reviews requests for new positions and reclassifications and submits to Head of Access Services for consideration. Works with LITS HR staff to facilitate reclassifications.
7. Conducts annual performance evaluations for direct reports and oversees annual process within the unit ensuring that annual evaluations are conducted in a timely manner and submitted on time in accordance with campus and library policy.
8. Establishes and maintains communication with unit staff to facilitate the work of the library and ensure library staff is informed of library activities and initiatives.
9. Works closely with the Head of Access Services and other library staff in areas of assigned responsibility and participates in library-wide and university-wide initiatives as appropriate.

D. Reference Services

1. Directs the work of librarians and library staff who provide reference service at the LSD and via email, phone and chat to Emory faculty, students, staff and community users.
2. Creates, develops, and maintains instructional tools, aids, guides, webpages and tutorials as needed.
3. Works with reference staff in other EU Libraries to promote a community of practice for reference services across all libraries.
4. Works with the Reference Coordinator to develop and present reference training sessions for the librarians and library staff who provide reference service at the LSD.
5. Serves as selector for the print and electronic reference collection.
6. Manages the reference collection through review projects. Performs regular assessment to maintain a sustainable and usable reference collection for Emory University faculty and students.
7. Consults with Emory students and faculty on the use of library resources for their research, study, and teaching through in-person appointments, e-mail, and telephone. Provides general and in-depth reference service at the LSD and via email, phone and chat to Emory faculty, students, staff and community users.

E. Assessment & Marketing

1. Gathers, analyzes, verifies and reports on data from a number of sources including the ILS, transactional tracking software, web analytics, door counts, survey data and comment cards.
2. Uses patron data to develop and assess services offered to faculty, staff, student and community patrons of the Woodruff Library Service Desk, the Music and Media Library Service Desk, and the Woodruff Library Entrance Desk.
3. Working with Campus and Community Relations and other groups, markets services and programs to patrons.
4. Serves as a member of the Education & Outreach Services Team.
5. Works with the library web developers to manage service desk-related content on the library web pages.
6. Works with the service desk coordinators to develop and maintain a training and assessment program for all desk staff, including liaisons, the Service Desk Team staff and Service Desk Team student employees.

F. Campus Contributions & Professional/Scholarly Association Involvement & Activity

1. Participates in library committees related to primary job assignment as appropriate.
2. Represents the library on university committees and task forces related to primary job assignment OR at the request of the University Librarian.
3. Represents the library on professional and scholarly association committees, task forces, work groups, and other entities at the local, state, regional, national, and international level as appropriate to position and area of expertise.
4. Presents on work-related topics and research at professional and scholarly conferences, symposia, and workshops. Publishes on work-related topics and research in professional and scholarly publications.
Professional Responsibilities

1. Participates in appropriate professional and scholarly associations and organizations including maintaining membership and/or accreditation; attending meetings, conferences, workshops; and serving in appointed or elected positions.
2. Maintains up-to-date professional knowledge and skills in areas related to primary job assignment as well as maintains general knowledge of current trends in higher education, academic libraries, and information and educational technology.
3. Provides reference assistance to Emory students and faculty, visiting scholars, and the public as needed and assigned.
4. Adheres to guidelines outlined in the *Handbook Governing the Librarian series for Faculty-Equivalent Librarians* to ensure appointment, appointment renewal and promotion-in-rank.
5. Participates in library and campus committees as appropriate for service purposes.

Required Qualifications

- ALA-accredited master’s degree in Library and Information Science OR equivalent education and library experience (subject expertise combined with appropriate teaching experience and/or library experience).
- Two or more years of direct supervisory experience, including hiring, orienting, training and development, organizing workloads, delegating responsibility, providing guidance and direction, monitoring and evaluating performance, coaching and counseling, and taking disciplinary action as necessary. Ability to be proactive, flexible, and collaborative as a team leader in order to accomplish departmental, library, and institutional goals.
- Experience in providing and managing public/access services including circulation and/or reference services in an academic, research, or public library setting.
- Demonstrated ability to communicate effectively in writing and verbally to a variety of audiences.
- Demonstrated experience in planning and developing innovative services to library patrons.
- Ability to analyze local environment and recognize opportunities for process improvement or the implementation of new tools and technologies.
- Must be able to stand for long periods of time. Must be able to lift materials up to 30 pounds and push book carts.
- Knowledge/understanding of key issues and trends in public services, academic libraries, and higher education.
- Working knowledge of software and systems that support services to patrons including Integrated Library Systems and other management software used in academic or research library settings.
- Demonstrated leadership ability, analytical skills, creative and innovative problem-solving skills, and a strong commitment to service excellence.
- Ability to build and sustain effective interpersonal relationships with library staff, faculty and students, off campus faculty and administrators, campus administrators, etc.
- Evidence of analytical, organizational, communication, project, and time management skills and demonstrated ability to set priorities, meet deadlines, and complete tasks and projects on time and within budget and in accordance with task/project parameters.
- Demonstrated proficiency and capabilities with personal computers and software, the Web, and library-relevant information technology applications. Working knowledge of standard computer office applications such as Microsoft Outlook, Word, Excel, Access, PowerPoint or other productivity software.
- Commitment to fostering a diverse educational environment and workplace and an ability to work effectively with a diverse faculty and student population.
- Capacity to thrive in an ambiguous, future-oriented environment of a major research institution and to respond effectively to changing needs and priorities.
- Demonstrated knowledge of current trends and issues in academic libraries, higher education, and relevant subject disciplines.
- Evidence of active participation, involvement, and leadership in local, state, regional, national, or international professional or scholarly associations.
Preferred Qualifications

- Experience and demonstrated skill in supervision, including hiring, orienting, training and development, organizing workloads, delegating responsibility, providing guidance and direction, monitoring and evaluating performance, coaching and counseling, and taking disciplinary action as necessary.
- Ability to be proactive, flexible, and collaborative as a supervisor in order to accomplish departmental, library, and institutional goals.

Application Procedures
Interested candidates should review the applications requirements and apply online at https://sjobs.brassring.com/TGnewUI/Search/Home/Home?partnerid=25066&siteid=5449#jobDetails=641241_5449
Requisition/Job Posting #78578BR

Applications may be submitted as Word or PDF attachments and must include:

1) Cover letter of application describing qualifications and experience;
2) Current resume/vita detailing education and relevant experience; and
3) On a separate document list the names, email addresses, and telephone numbers of 3 professional references including a current or previous supervisor.

Candidates applying by February 5, 2018 will receive priority consideration. Review of applications will continue until the position is successfully filled. Emory is an Equal Opportunity/Affirmative Action Employer that welcomes and encourages diversity and seeks applications and nominations from women and minorities.

General Information
Professional librarians at Emory Libraries are 12-month faculty-equivalent positions evaluated annually with assigned ranks renewable for 3 or 5 years based on experience and background. Appropriate professional leave and funding is provided. Depending on educational credentials and position, librarians may be considered for a shared/dual appointment between the library and academic department as a faculty member.

Librarian appointees at Emory generally have educational credentials and professional backgrounds with academic library experience and/or disciplinary knowledge and demonstrate a commitment to continuous learning, professional engagement and involvement, research and scholarship, creativity, innovation, and flexibility. Such backgrounds will normally include a graduate degree from an ALA-accredited library and information science program AND/OR a discipline-specific master’s OR doctoral degree. In addition to professional competence and service within the library in the primary job assignment, advancement and/or appointment renewal requires professional involvement and contributions outside of the library and scholarly activities. Candidates must show evidence or promise of such contributions.

Emory provides an extremely competitive fringe benefit plan that includes personal leave, holiday pay, medical and dental plans, life insurance, courtesy scholarships, and tuition reimbursement just to name a few. For a full list of benefit programs, please go to http://www.hr.emory.edu/eu/benefits/.

Description of Institution and Library
Emory University is internationally recognized for its outstanding liberal arts college, superb professional schools, and one of the South’s leading health care systems. Emory’s beautiful, leafy main campus is located in Atlanta’s historic Druid Hills suburb and is home to 7,839 undergraduates and 7,216 graduate and professional students. As the second largest private employer in Atlanta, Emory University and Emory Healthcare have a combined workforce of approximately, 29,931 and an annual operating budget of $4.8 billion. Emory University received $574.6 million in research funding in 2016.
Ranked among the top 20 Association of Research Libraries (ARL) in North America, Emory University Libraries in Atlanta and Oxford, Georgia are an intellectual commons for Emory University. Comprised of 10 libraries, Emory’s collections include more than 4.4 million volumes, 156,766 plus electronic journals, 943,697 electronic books, and internationally renowned special collections. The Stuart A. Rose Manuscript, Archives, and Rare Books Library is home to more than 250,000 rare books and over 17,000 linear feet of manuscript material. Rose Library’s collections span more than 800 years of history, with particular depth in modern literature, African-American history and culture, and the history of Georgia and the South.

Emory Libraries staff, including student workers, number approximately 349 with an overall library budget of approximately $45 million. Emory University Libraries is a member of the Association of Research Libraries (ARL), the Association of College and Research Libraries (ACRL), the Atlanta Regional Council for Higher Education (ARCHE), the Coalition for Networked Information (CNI), the Center for Research Libraries (CRL), the Council on Library and Information Resources (CLIR), the Digital Library Federation (DLF), International Federation of Library Associations and Institutions (IFLA), and the Scholarly Publishing & Academic Resources Coalition (SPARC) as well as regional associations including the Association of Southeastern Research Libraries (ASERL), Georgia Library Learning Online (GALILEO), and the GETSM Consortium (a consortium of the University of Georgia, Emory, Georgia Tech, Georgia State University, and Georgia Regents University).

The Emory University Libraries include the Robert W. Woodruff Library, which is also home to the Goizueta Business Library, the Heilbrun Music and Media Library, and the Stuart A. Rose Manuscript, Archives, and Rare Book Library. Other campus libraries, include the Science Commons, the Library Service Center operated in collaboration with the Georgia Institute of Technology, the Woodruff Health Sciences Library, the Pitts Theology Library, the Hugh F. MacMillan Law Library, and the Oxford College Library located on the Oxford Campus approximately 30 miles from Atlanta.

– July 2017

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