Library Operations and Access Specialist

Department: LITS: Operations & Access Services, Robert W. Woodruff Library

Salary: Commensurate with qualifications and experience

Position Availability: Immediately

Job Description

Reporting to the Library Operations Manager, the Operations & Access Specialist maintains a conducive environment for learning and studying by conducting facility inspections, monitoring users’ activities to ensure compliance with library policies, and reporting suspicious activities to the proper authorities, and responding immediately to emergency situations, i.e., fire alarms, security alarms, and first aid calls. The Operations & Access Specialist provides exemplary customer services to patrons, including directional and informational assistance, circulation, and learning commons assistance. The Operations & Access Specialist contributes and helps maintain documentation and internal communications and assists with student training. The Operations & Access Specialist may provide support as needed for library events and projects.

Work Schedule: Sunday-Thursday, 4:15pm-12:15am.

Professional Responsibilities

A. Public Service

1. Interacts with library users and campus visitors in a professional and courteous manner; maintains supportive relationships with faculty, staff and students.
2. Promotes the Emory Libraries by fostering goodwill and understanding.
3. Assists library visitors with registering in the Online Visitors Form and verify credentials to ensure proper registration.
4. Provides information on campus services and events; refers users to appropriate resources and wayfinding directions.
5. Provides information about library collections, services, departments, events, exhibitions. Directs patrons as needed to appropriate contacts.
6. Communicates library users’ feedback and concerns to leaders and recommends ways to enhance current operations.
7. Respond appropriately to library users inquires and resolve complaints at the appropriate level.
8. Works collaboratively with library departments to address their facility use concerns.
9. Assists patrons with the use of all public equipment, including computer workstations, library laptops and tablets, BizHubs, black & white printers, microform readers, self-checkout machines, EmoryCard deposit machines, and scanners. Investigates, tracks, and reports persistent and/or systematic issues to the appropriate department/contact.
10. Monitors and restocks patron office supply stations on demand.
11. Provides basic circulation assistance, including checkouts, returns, renewals, hold requests, Interlibrary Loan pickups/returns, account information, and item information.
12. Assists patrons with the use of the library web and other discovery tools, and refers patrons to the Library Service Desk as appropriate.
B. Facility Operational Support

1. Conducts daily inspections of Emory Libraries which includes Woodruff Library, Woodruff Health Sciences Center Library, Candler Library including Matheson Reading Room, Science Commons in the Atwood Chemistry Center, and the Computing Center at Cox Hall to ensure compliance with organizational standards.
2. Responds to incidents including fire alarms, intrusion alarms, elevator alarms and disturbing behavior; renders aid including CPR and First Aid; contacts medical personnel.
3. Monitors and operates multiple CCTV monitors and cameras to conduct video surveillance and record activities at varied libraries from a central station.
4. Controls access to restricted organizational properties and verify authorization of materials leaving the building.
5. Monitors user’s activities to ensure compliance with library policies and the safety of others.
6. Investigates and prepares reports on accidents, incidents, and suspicious activities.
7. Upholds facilities standards by ensuring a safe environment, reporting maintenance and custodial issues and performing minor facilities functions.
8. Serves as support staff for event users of the facilities, including access to spaces, room set-up, and basic audio-visual assistance.
9. Provides coverage for special events and/or projects.

Assists with facility projects including accompanying construction personnel, monitoring onsite construction and securing construction areas.

C. Administrative Support

1. Prepares, reviews, and validates official facility security documents, documents inspections, alarms or other events.
2. Records data as part of gathering library use data and the information security desk transactions.
3. Maintains and keep accurate records for building keys, equipment and lost and found items.
4. Maintains safekeeping of lost and found items until properly retrieved.
5. Dispatches service calls for elevators, compact shelving and other facility maintenance issues.
6. Reports Learning Commons equipment service errors and repairs to Student Digital Life staff.
7. Acts as backup for front counter and desk supervisor coverage gaps due to illness, vacations or other absences. Serves as primary backup for desk operations (including answering phones, instant messages, and all departmental emails) during high-traffic times or as otherwise needed.
8. Collects and analyzes data related to Information Desk programs and projects utilizing databases, spreadsheets, and other programs and applications.

D. Student Employees Responsibilities

1. Oversees students working at the information desk, providing guidance and instructions within scope of the position.
2. Works with the Library Service Desk Coordinator and the Music Media Service Desk Coordinator in areas of orientation, training, and evaluation of student employees.
3. Trains and mentors student employees to ensure student employees can develop broad knowledge of library operations and services as well as specialized skills in the areas of circulation, and Learning Commons. Develops and provides specific training to student employees within a department.
Library Required Qualifications

These qualifications are required by the library in addition to the minimum required qualifications of the University listed above.

- Ability to communicate effectively with all segments of the population, including during times of high stress or emergency.
- Mature judgment required to make appropriate decisions and to negotiate in a firm and diplomatic manner.
- Demonstrated ability to accomplish timely and high-quality work, handle a variety of duties, adapt to changing demands and priorities.
- Work successfully in a team environment.
- Georgia Driver’s License or ability to obtain one within 90 days.
- Ability to complete defensive driving course.
- Maintain a professional uniform appearance to reflect the highest standards of the organization.

Library Preferred Qualifications

- Certified Crisis Intervention Training
- CPR Certification or ability to obtain within a year of hire
- Ability to build and sustain effective interpersonal relationships with library staff, faculty and students, off campus faculty and administrators, campus administrators, etc.
- Demonstrated analytical skills, creative and innovative problem-solving skills, and a strong commitment to service excellence. Ability to work independently and to be proactive, flexible, and collaborative. Ability to think and act at multiple levels, from the strategic and broadly conceptual to the detailed and tactfully specific.
- Ability to build cooperative, effective working relationships. Ability to work harmoniously and as a team player, thrive in a team-based environment, and skill in fostering teamwork among others.
- Ability to follow directions from supervisors and to provide clear directions to others.
- 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.

Diversity Statement

Emory Libraries recognize diversity, equity, and inclusion as core values integral to achieving our mission to enrich the quality of life and advance intellectual discovery by connecting people of diverse backgrounds and experiences. We champion an inclusive work environment through competency training, reassurance of personal growth, restorative communication practices, and diverse recruitment and retention. We offer exhibits, collections, programming, and research assistance that speaks to the rich needs and identities of patrons from the Emory community and beyond. We encompass opportunities that strengthen these values. We invite you to bring your true self to the library and feel welcomed when you arrive.
Application Procedures

Interested candidates should review the applications requirements and apply online at

https://staff-emory.icims.com/jobs/37928/library-operations-and-access-specialist/job

Review of applications will continue until 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.

Emory University is an equal opportunity/equal access/affirmative action employer fully committed to achieving a diverse workforce and complies with all applicable Federal and Georgia State Laws, regulations, and executive orders regarding nondiscrimination and affirmative action in its programs and activities. Emory University does not discriminate on the basis of race, color, religion, ethnic or national origin, gender, genetic information, age, disability, sexual orientation, gender identity, gender expression, and veteran’s status.

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