Job Description
Library Staff Positions

Library Information Desk Coordinator (WHSC Library)

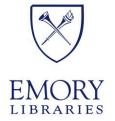|	
Employee Name	Vacant
Department or Unit	Information Desk Team
Division	Information Desk, WHSC Library
Campus Job Classification / Title	Coordinator, User Services
Campus Job Code	XB20
Campus Pay Grade	230
FTE [Percentage of Time]	100% [40 hours]
Type of Appointment	Ongoing
FLSA Status	Exempt
	This is an Exempt position. Employees in this position are paid a salary on a monthly basis and are not eligible to receive overtime pay.
Name of Direct Supervisor	Tara Douglas-Williams
Supervisor's Library Job Title [Functional]	Associate Director
Supervisor's Campus Job Classification	Librarian / Faculty Equivalent

University Job Summary Statement

Assists in the development, implementation, and evaluation of Information Desk related initiatives/projects. Assists in developing long-term objectives and strategies. Performs research and administrative duties; identifies developments and keeps abreast of factors that may affect the long-term viability of the Information Desk. May develop various communications materials/methodologies such as newsletter articles, memos, videos, workshops, brochures, digital signage, and focus groups. Prepares various operational and statistical reports. May supervise or provide direction to staff. Performs related responsibilities as required.

The above statements are intended to describe the work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

Library Position Summary

Reporting to the Associate Director, this is a staff position in Woodruff Health Sciences Center Library (WHSCL). The Library Information Desk Coordinator (LIDC) oversees the day-to-day operations of the Information Service Desk (ISD), the main service point for circulation, public computing, and reference assistance. The LIDC works closely with the Associate Director providing administrative support and coordinating assigned projects. The LIDC coordinates ISD activities with a focus on hiring, training, scheduling, and supervision; operational planning; and process improvement. The LIDC directly manages 5.45 FTEs and provides direction and support for staff at the desk. The LIDC also maintains and shares ISD documentation and internal communications, handles staff scheduling and training, and provides public services.

Type of Supervision Received

Reporting to the Associate Director, the Library Service Desk Coordinator supervises the daily activities of the Information Service Desk, including direct supervision of ISD employees. General direction is provided by the Associate Director.

Individual performance is informally reviewed on a regular basis and formally on an annual basis; progress toward unit and professional goals is a key component of performance evaluation process.

Type of Supervision Exercised

The incumbent supervises staff employees – the number of staff supervised ranges from 1 to 6, representing 5.45 FTE.

The chart below outlines the scope of staff supervisory authority for the incumbent.

Does individual have responsibility for hiring recommendations?	Yes
Does individual have responsibility for work assignments?	Yes
Does individual have responsibility for performance evaluation	Yes
Does individual have responsibility for reclassifications/merit increases recommendations?	No
Does the individual have responsibility for recommending the design and redesign of organization structures and for defining and redefining individual roles?	No
Does individual have responsibility for discipline and discharge?	Yes
Does individual have responsibility for complaint resolution?	Yes

Key Responsibilities & Duties

A. Supervisor Responsibilities

1. Oversees day-to-day Information Service Desk operations. Prioritizes, organizes, and assigns daily work to staff.
2. Serves as the designated Supervisor for the Information Service Desk.
3. Works with the Associate Director, in areas of recruitment, hiring, orientation, training, supervision, and evaluation of staff employees. Adheres to policies and procedures as defined in the EUL employee handbook to ensure appropriate employment forms are submitted to WHSC Library administration. Attends supervisory training when offered to stay informed of policy and procedural updates.
4. Trains and coaches employees to ensure employees have the opportunity to develop broad knowledge of library operations and services as well as specialized skills in the areas of circulation, public computing, and reference. Develops and provides specific training to employees within a department.
5. Assist in developing and maintaining up-to-date employee job descriptions for staff positions within the Information Service Desk Team. Submits request for new employees to WHSC Library administration in a timely manner. Responsible for submitting appropriate documentation as it relates to staff employment to WHSC Library administration in a timely manner.
6. Conducts annual performance evaluations. Reviews performance evaluation with employees and ensures that the performance evaluations are submitted to LHR in a timely manner and are in accordance with the campus and library policy.
7. Establishes and maintains communications with employees to facilitate the work of the library and ensure employees are informed of library activities and initiatives.
8. Responsible for reviewing Time and Attendance (TAS) clocking transaction reports to ensure staff clock in/out. Approves/Denies TAS exceptions by 2:00 pm on a Payroll Monday. Works closely with employees to resolve timecard issues.
9. Consults with Associate Director on employee performance issues.

B. Circulation, Public Computing and Reference Services

Provide up to 20 hours/week in-depth assistance at the Information Service Desk or via email, chat and phone to Emory faculty, students, staff, and community users.

a. *Circulation*
   a. Assists patrons with basic needs, including checkouts, returns, renewals, hold requests, Interlibrary Loan pickups/returns, account information, and item information.
   b. Sets up, interprets, and modifies as needed patron accounts and proxy records.
   c. Updates loan statuses for lost and claimed returned items.
   d. Places and processes missing, recall, Oxford, and LSC requests through the Integrated Library System and web OPAC/user interface.
   e. Creates bills and processes payments.
   f. Interprets Woodruff Health Sciences Center Library circulation policies and makes decisions on exceptions to policies as requested by patrons.
   g. Interprets item records and item history to locate items and/or troubleshoot issues.
   h. Provides information about library collections, services, departments, events, exhibitions. Directs patrons as needed to appropriate contacts.
   i. Sends and receives circulation-related correspondence via mail or email.
   j. Monitors and maintains the holds shelves.
   k. Manages Course Reserves (electronic and print), communicates with instructors and provides training, trouble-shoots problems, and collaborate to resolve copyright issues. Identifies current or long-term needs and recommends resources for WHSCL collections in response to reserve requests. (Dedicated time away from desk to perform duties).
   l. Manages stack maintenance staff ensuring shelving, shifting, and weeding of books as needed.

b. *Public Computing*
   a. Manages the use of all public equipment, including computer workstations, library laptops and tablets, MFPs, black & white printers, 3-D printers and scanners. Investigates, tracks, and reports persistent and/or systematic issues to the appropriate department/contact.
   b. Manages scheduling and general technology support of reservable study rooms, classroom and collaboration room.
   c. Manages wireless network connection and the setup of wireless printing on personal devices.
   d. Reports service errors and needed repairs to Student Digital Life (SDL), Academic Technology Services (ATS).
   e. Oversees staff that monitors and restocks patron office supply stations on demand.
   f. Liaises with the EmoryCard office to resolve EmoryCard balance disputes and refer to SDL Staff for refund issues as appropriate.

c. *Reference*
   a. Instructs patrons on use of the library web OPAC/user interface and other discovery tools, including eJournals, databases, and subject guides.
   b. Helps patrons obtain materials outside the University Libraries through Interlibrary Loan, the ARCHE program, or other external sources.
   c. Answer general reference questions, in person and remotely, and refer patrons to subject liaisons for advanced consultations.
   d. Provides directional assistance and general library and university information.

C. Library Information Desk Administrative Support

1. Creates and maintains staff shift schedules. Keeps desk schedule up-to-date with upcoming holiday hours, periods of restricted access, and other exceptions.
2. Creates, develops, and maintains instructional tools, aids, guides, internal web sites, and tutorials for use by students, staff, and librarians in the areas of circulation, public computing and basic reference. Documents and makes accessible policies, procedures, workflow, system configurations, and equipment settings.
3. Acts as main backup for Information Desk 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.
4. Collects and analyzes data related to Library Information Desk programs and projects utilizing databases, spreadsheets, and other programs and applications.
5. Works with Associate Director, to train and orient new staff. Coaches and counsels new staff to ensure they have the opportunity to develop broad knowledge of library operations and services as well as specialized skills in the areas of circulation, public computing, and reference.
6. Serves as the operational liaison between the Library Information Desk and other internal and external departments and units
7. Maintains working knowledge of circulation policies and services in other Emory libraries to better serve patrons and to facilitate communication and collaboration. Communicates as needed across libraries to resolve issues.
8. Monitors and maintains public computing equipment, including replacing toner, fixing paper jams, and stocking paper trays.
9. Works closely with SDL to maintain the equipment, resolve service issues, evaluate and improve signage, create and update usage guides for both internal and external audiences, and restock needed supplies.
10. Works with Information desk staff to maintain the public computing cleaning schedule, updating it for each semester.
11. Creates, develops, and maintains Information Desk blog and orientation materials.
12. Keeps track of financial transactions and make deposits with Office Manager.

University Minimum Required Qualifications

A bachelor's degree in a field related to the program and two years of related experience, OR equivalent combination of experience, education, and training. Positions in this classification may require knowledge of various computer software applications.

Emory is an Equal Employment Opportunity/Affirmative Action employer. Emory University is dedicated to providing equal opportunities to all individuals regardless of race, color, religion, ethnic or national origin, gender, age, disability, sexual orientation, gender identity, gender expression, veteran's status, or any other factor that is prohibited consideration under applicable law.

Library Required Qualifications

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

- Experience and demonstrated skill in supervising multiple employees, 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.

- Working knowledge of software and systems that support services to patrons including Integrated Library Systems and other management software used in academic or research settings.
- 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, 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 organizational skills to prioritize multiple projects and perform efficiently and courteously in a fast-paced environment with conflicting priorities and frequent distractions and interruptions.
- Demonstrated sound judgment and ability to work independently, set priorities and maintain them, and follow through on assignments while coping with a fluctuating workload and competing demands.
- Demonstrated ability to exchange ideas and information with others to formulate appropriate policies, procedures, and programs.
- Skill in recognizing, defining, and analyzing problems, situations, or procedures to define objectives and implement action plans, recommendations. Ability to gather and analyze data and prepare concise, logical reports.
- 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.
- Demonstrated oral and written communication skills, specifically to interact effectively with individuals from diverse backgrounds and to effectively present information in group settings.
- Experience conducting research, compiling information and data gathered, summarizing, and making recommendations.
- 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.

Library Preferred Qualifications

- Experience providing library services with evidence of progressively increasing scope of responsibility in a large academic or research institution library and ability to foster an organization-wide perspective that ensures effective stewardship of available resources.
- Working knowledge of integrated library systems such as Alma, specifically the circulation module.

EUL HR Review	Nydia Charles-Huggins
DATE	