



Job Description *Library Staff Positions*

Library Service Desk Coordinator

Employee Name	TBH
Department or Unit	Library Service Desk Team
Division	Services Division, Robert W. Woodruff Library
Campus Job Classification / Title	Coordinator, Program Development
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	Kendra Skellen
Supervisor's Library Job Title [Functional]	Library Service Desk Manager
Supervisor's Campus Job Classification	

University Job Summary Statement

Assists in the development, implementation, and evaluation of program 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 program. Prepares program related budgets/proposals and may assist in fund-raising efforts for program initiatives. May develop various communications materials/methodologies such as newsletter articles, memos, videotapes, workshops, brochures, and focus groups. May represent the program through public speaking engagements. 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 Library Service Desk Manager, the Library Service Desk Coordinator (LSDC) is a staff position in Robert W. Woodruff Library. The LSDC oversees the day-to-day operations of the Library Service Desk (LSD), the main service point for circulation, Learning Commons (public computing), and reference assistance. The LSDC works closely with the LSD Manager and UTS Student Services staff providing administrative support and coordinating assigned projects. The LSDC coordinates LSD activities with a focus on student hiring, training, scheduling and supervision; operational planning; student budget management; and process improvement. The LSDC directly manages 5 – 7.5 FTE (18 – 28) LSD student employees and provides direction and support for staff

and reference librarians at the desk. The LSDC also maintains and shares LSD documentation and internal communications, handles staff and student scheduling and training, and provides public services.

Type of Supervision Received

Reporting to the Library Service Desk Manager, the Library Service Desk Coordinator supervises the daily activities of the Library Service Desk, including direct supervision of LSD student employees. General direction is provided by the Library Service Desk Manager.

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 Library Service Desk Coordinator does not supervise career staff; however, the incumbent may assign work to fellow staff and oversee projects.

The incumbent does supervise student employees – the number of students supervised ranges from 18 to 28, representing 5 to 7.5 FTE, depending on the time of year.

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

Does individual have responsibility for hiring recommendations?	No
Does individual have responsibility for work assignments?	Yes
Does individual have responsibility for performance evaluation	No
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?	No
Does individual have responsibility for complaint resolution?	No

Key Responsibilities & Duties

A. Student Supervisor Responsibilities (40%)

1. Oversees day-to-day Library Service Desk operations. Prioritizes, organizes, and assigns daily work to student assistants. (E)
2. Serves as the designated Student Supervisor for the Library Service Desk and its satellites. (E)
3. Works with the Library Service Desk Manager, the Evening/Weekend Supervisor and LITS HR in areas of recruitment, hiring, orientation, training, supervision, and evaluation of student employees. Adheres to policies and procedures as defined in the Student Supervisor's handbook to ensure appropriate student employment forms are submitted to LHR. Attends student supervisory training when offered to stay informed of policy and procedural updates. (E)
4. Trains and mentors student employees to ensure student employees have the opportunity to develop broad knowledge of library operations and services as well as specialized skills in the areas of circulation, Learning Commons, and reference. Develops and provides specific training to student employees within a department. (E)

5. Responsible for developing and maintaining up-to-date student employee job descriptions for student assistant positions within the Library Service Desk Team. Submits request for new student assistants to LHR in a timely manner. Works collaboratively with LHR to ensure student employees are reclassified at the appropriate levels and times. Responsible for submitting appropriate documentation as it relates to student employment to LHR in a timely manner. (E)
6. Conducts performance evaluations at 6 weeks (new students), end of spring semester, and/or at the time of resignation for their student employees. Reviews performance evaluation with student 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. (E)
7. Establishes and maintains communications with student employees to facilitate the work of the library and ensure student employees are informed of library activities and initiatives. (E)
8. Responsible for reviewing Time and Attendance (TAS) clocking transaction reports to ensure designated telephones are being used to clock in/out. Approves/Denies TAS exceptions by 10:00am on a Payroll Monday. Works closely with student employees and student timekeeper to resolve timecard issues. Cross references manual student employee timesheets in an effort to substantiate submitted TAS exceptions. (E)
9. Consults with LHR on student-related employee performance issues. (E)
10. Reviews student allocation summary reports for each pay period to ensure no year-end surpluses and notifies LHR of any discrepancies. (E)

B. Circulation, Learning Commons, and Reference Service (35%)

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

a. *Circulation*

- a. Assists patrons with basic needs, including checkouts, returns, renewals, hold requests, Interlibrary Loan pickups/returns, account information, and item information. (E)
- b. Sets up, interprets, and modifies as needed patron accounts and proxy records.(E)
- c. Updates loan statuses for lost and claimed returned items. (E)
- d. Places and processes missing, recall, cat-rush, Oxford, and storage requests through the Integrated Library System and web OPAC/user interface.
- e. Creates bills and processes payments. (E)
- f. Interprets Woodruff Library circulation policies and makes decisions on exceptions to policies as requested by patrons. (E)
- g. Interprets item records and item history to locate items and/or troubleshoot issues. (E)
- h. Provides information about library collections, services, departments, events, exhibitions. Directs patrons as needed to appropriate contacts. (E)
- i. Sends and receives circulation-related correspondence via mail.
- j. Monitors and maintains the holds shelves. (E)

b. *Learning Commons*

- a. 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. (E)
- b. Assists patrons with wireless network connection and the setup of wireless printing on their personal devices. (E)

- c. Reports service errors and needed repairs to UTS Student Services staff. (E)
- d. Monitors and restocks patron office supply stations on demand. (E)
- e. Liaises with the EmoryCard office to resolve EmoryCard balance disputes and issues refund slips 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. (E)
- b. Helps patrons locate and obtain materials outside the University Libraries through Interlibrary Loan, the ARCHE program, or other external sources. (E)
- c. Answer general reference questions and refer patrons to subject liaisons for advanced consultations. (E)
- d. Provides directional assistance and general library and university information. (E)

C. Library Service Desk Administrative Support and Project Coordination (25%)

1. Creates and maintains staff and student employee shift schedules for the LSD supervisor's station, front counter, and satellite desk for all academic semesters (fall, spring, and summer), intersessions (winter and summer), and breaks (fall and spring). Keeps desk schedule up-to-date with upcoming holiday hours, periods of restricted access, and other exceptions. (E)
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, Learning Commons, and basic reference. Documents and makes accessible policies, procedures, workflow, system configurations, and equipment settings. (E)
3. Acts as main 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. (E)
4. Coordinates projects under the direction of the Library Service Desk Manager and Access Services Head ensuring development and implementation of work plans and processes to accomplish short and long term objectives for assigned programs and projects. Monitors progress and oversees processes regarding assigned programs and projects. (E)
5. Collects and analyzes data related to Library Service Desk programs and projects utilizing databases, spreadsheets, and other programs and applications. (E)
6. Works with Library Service Desk Manager, UTS Student Services staff, and the Reference Coordinator to train and orient new staff. Coaches, mentors, 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, Learning Commons, and reference. (E)
7. Serves as the operational liaison between the Library Service Desk and other internal and external departments and units (E)
8. 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. (E)
9. Monitors and maintains Learning Commons equipment, including replacing toner, fixing paper jams, and stocking paper trays. (E)
10. Works closely with UTS Student Services staff 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. (E)
11. Works with UTS Student Services to maintain the Learning Commons cleaning schedule, updating it for each semester (E)
12. Creates, develops, and maintains LSD student employee handbooks and orientation materials. (E)

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.

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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 Aleph, specifically the circulation module.

<i>LHR Review</i>	
<i>DATE</i>	