Title: Coordinator, Library Services Unit
Category: Exempt Staff
Department: User Services & Resource Sharing, Public Services Division

The University of Maryland Libraries serve more than 37,500 students and 4,200 faculty at the University System of Maryland’s flagship campus and constitute the largest university library system in the Washington D.C./Baltimore area. The University of Maryland Libraries share the teaching, learning and research goals of the university. Recent membership in the Committee on Institutional Cooperation, a robust organization of Big Ten member institutions, is particularly meaningful to the University Libraries and will further propel the university’s ascendance in academic excellence.

With collections including 4 million volumes and more than 40,000 serials subscriptions, the University of Maryland Libraries allocate 75 percent of its materials budget to electronic resources. Maryland ranks 39th among the 115 member libraries of the Association of Research Libraries and has an operating budget of $23.7 million. The University of Maryland Libraries benefit from being situated geographically within minutes of the nation’s capital and its departments, agencies, and research centers.

Under the direction of the Director of User Services and Resource Sharing, the Coordinator plans, organizes, and manages daily operations of the Library Services unit in McKeldin Library, including the first floor Library Services Desk, management of the Libraries’ virtual reference services, library opening and closing procedures, maintenance and troubleshooting of public computers and equipment (e.g., scanners, copiers, and printers), and related functions. Provides leadership, coordination, and resource management for the unit. Hires, trains, schedules, supervises, and evaluates six FTE staff, including two full-time permanent staff, five part-time permanent staff, and one part-time graduate assistant, plus 25-30 student employees. Collects and analyzes relevant statistics and staff and user feedback. Provides public service to library users and other library staff members at the Library Services Desk. Works with librarians and staff of Research Services department to coordinate online (chat) and email reference services. Shares in the leadership of the User Services & Resource Sharing department to set and communicate policy and procedures, implement and/or enhance services, train department staff and students, and provide administrative support to the department Director, as needed. Participates in library, campus, and/or consortia teams and committees as appropriate.

**REQUIREMENTS:**

**Education:** Bachelor’s Degree

**Experience and Skills - Required:** Five years of progressively responsible experience in providing library public services, and/or overseeing a customer service operation. Knowledge of automated systems, particularly library management systems such as Aleph, ILLiad, and Ares. Supervisory and/or staff training experience. Quantitative skills necessary to prepare and monitor budgets, analyze usage data, and provide reports in meaningful format. Strong verbal and written communication skills. Strong interpersonal skills, as evidenced by experience working with diverse staff and clientele. Familiarity with word processing and spreadsheet software. Strong customer service orientation and public service experience. Demonstrated ability to work independently and exercise good judgment. Demonstrated ability to balance and prioritize multiple activities and projects.
Experience and Skills - Preferred:
Experience in a large academic library environment. Knowledge of or experience with library circulation procedures. Experience creating training content and designing and delivering effective training. Knowledge of or experience with online reference platforms (for example, LibChat or Question Point.)

For the full position description, please go to http://www.lib.umd.edu/hr/employment-opportunities/staff-faculty-positions.

APPLICATIONS: Electronic applications required. Please apply online at https://ejobs.umd.edu/postings/37523. No relocation assistance will be provided. You must be legally able to work in the United States; the University of Maryland Libraries will not sponsor individuals for employment. An application consists of a cover letter which includes the source of advertisement, a resume, and names/e-mail addresses of three references.

Applications will be reviewed as they are received and accepted until October 23, 2015.

The University of Maryland, College Park, an equal opportunity/affirmative action employer, complies with all applicable federal and state laws and regulations regarding nondiscrimination and affirmative action; all qualified applicants will receive consideration for employment. The University is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, religion, sex, national origin, physical or mental disability, protected veteran status, age, gender identity or expression, sexual orientation, creed, marital status, political affiliation, personal appearance, or on the basis of rights secured by the First Amendment, in all aspects of employment, educational programs and activities, and admissions.