UNIVERSITY OF MARYLAND LIBRARIES
POSITION DESCRIPTION FORM

Check one: Faculty _____ Exempt _x_ Non-Exempt _____ Other _____

Date Prepared: September 2, 2015 Division: Public Services
Prepared by: Timothy Hackman Department: User Services & Resource Sharing
Reports to: Director of User Services & Resource Sharing Position Title: Coordinator, Library Services Unit

A. NATURE OF WORK

Under the direction of the Director of User Services and Resource Sharing, 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, resource management, and staff supervision for the unit; 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, including communicating library policies and procedures. With other unit Heads and Coordinators, provides leadership within the department of User Services & Resource Sharing and provides administrative support to the department Director. Participates in library, campus, and/or consortia teams and committees as appropriate.

B. DUTIES AND RESPONSIBILITIES

1. Plans, organizes, and manages Library Services Desk operations and related functions. Administers the daily operations of the Library Services unit in Mckeldin Library, including the first floor Library Services Desk, library opening and closing procedures, and maintenance and troubleshooting of public computers and equipment (including copiers, scanners, and printers) and spaces (including public lockers and first floor study spaces.) (30%)

2. Hires, trains, schedules, supervises, and evaluates unit staff. Oversees hiring, training, scheduling, supervision, and evaluation of full-time staff and student employees. Ensures effective performance review, professional development, and mentoring for staff. Determines unit work priorities and allocations. Ensures that public services provided by the unit are of consistently high quality, with a focus on continuous improvement. Ensures adequate student and staff coverage to provide services. Manages resources, including student and temporary staff (Labor and Assistance) budget for the unit and produces reports upon request. (30%)

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3. Works with librarians and staff of Research Services department to coordinate online (chat) and email reference services. Oversees training, coverage, and service enhancements for LibAnswers and LibChat. (20%)

4. Shares in the leadership of the User Services & Resource Sharing department in McKeldin Library. Participates in department and unit meetings and works with other unit heads and coordinators to set and communicate policy and procedures, implement and/or enhance services, train department staff and students, etc. Advises and provides support to the Director of User Services & Resource Sharing, as needed. (10%)

5. Provides public services to library users and other library staff at the Library Services Desk, according to department schedule and Service Expectations. Records Library Services Desk transaction data using RefAnalytics. Provides functional supervision of student assistants during desk shifts. Maintains Library Services Desk handbook and related documentation for training and to ensure consistency of service. (5%)

6. Serves as point of contact for other library and campus unit, including Digital Systems and Stewardship (coordinating information technology upgrades, maintenance, and troubleshooting), Disability Support Services (ensuring appropriate service standards for users with disabilities), Division of Information Technology (coordination between the Library Services Desk and DivIT @ McKeldin help desk and technology store), etc. (5%)

7. Performs other duties as assigned.

C. PHYSICAL DEMANDS

a. Position requires extensive standing, reaching, stooping, bending, and moving objects, such as loaded book trucks.
b. Position requires frequent interaction with library users in person and via phone, email, and online systems.
c. Position requires frequent work at a computer.
d. Work schedule is subject to change based on the University calendar and staffing needs, including evenings and weekends.

D. SUPERVISORY RESPONSIBILITIES

Directly supervises six FTE, including two full-time permanent staff, five part-time permanent staff, and one part-time graduate assistant. Provides indirect supervision to approximately 25-30 student employees.

E. QUALIFICATIONS (Knowledge, Skills, and Abilities)
EDUCATION

Required: Bachelor’s Degree

EXPERIENCE & 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.

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.)

Employee’s Signature __________________________  Date ______

Print Employee’s Name __________________________

Supervisor’s Signature __________________________  Date ______