UNIVERSITY OF MARYLAND LIBRARIES
POSITION DESCRIPTION FORM

Check one: Faculty____ Exempt ____ Non-Exempt _X___ Other___

Date Prepared: April 11, 2019
Division: Public Services

Prepared by: James Spring
Department: User Services & Resource Sharing

Reports to: Library Services Coordinator
Position Title: Library Services Supervisor

NATURE OF WORK

Under the direction of the Coordinator of Library Services, assists in managing daily operations of the Library Services unit in McKeldin Library, including the first floor Library Services Desk, library opening and closing procedures, maintenance and troubleshooting of public computers and equipment (e.g., scanners, copiers, and printers), and related functions. Provides public service to library users and other library staff members at the Library Services Desk, including basic reference and referral (searching and retrieving information from electronic resources such as online library catalogs, databases, and other sources) as well as communicating library policies and procedures. Provides guidance, instruction, and supervision to student assistants and other library staff as needed. Provides leadership in managing safety and security responsibilities for McKeldin Library during mornings and weekends. Participates in library, campus, and/or consortia teams and committees as appropriate.


Primarily works Tuesday – Saturday mornings (generally 7:30 AM to 4:00 pm Tuesday – Friday and 9:30am-6:00pm Saturday) —adjusted when the library closes early such as winter term, spring break, and intersessions).

Due to nature of academic calendar, annual leave cannot be used during the two weeks at the start and the two weeks at the end of the fall and spring semesters. This covers the critical periods at opening of each semester, reading day, and final exams. These periods are when we experience our highest volume and are most likely to have student worker shortages. Emergencies or other exceptional circumstances will be considered on a case by case basis.
DUTIES AND RESPONSIBILITIES

1. **Assists library users and staff (40%)**
   Works as part of a team of individuals who provide services to patrons at the McKeldin Library Services Desk (and TLC Tech Desk as needed). Provides comprehensive assistance both in person, on the phone, and online for a variety of user needs including: library services, policies and procedures, and technical troubleshooting. Refers questions to and collaborates with other staff as appropriate.

2. **Administers opening and weekend operations (20%)**
   Supervises the morning and Saturday preparation for the first-floor library services. Supervises, trains, and evaluates weekend staff and students to assure that public service provided by the LSD is consistently high-quality. Assists Lead Student Supervisor with student scheduling (especially for weekend shifts). Assist with other daily department tasks.

3. **Assists Coordinator of Billing, Community Borrowers, & User Accounts (20%)**
   Assist in management of all areas of billing. Provide all billing and fines services when the billing coordinator is out. These include maintaining appropriate files, responding to user inquiries, monitoring notices and reports, issuing Community Borrowers accounts, and other related duties.

4. **Communication (10%)**
   Communicates new policies and procedures to weekend staff. Reports weekend activities and advocates for weekend library staff, student staff, and user needs during unit and department meetings.

5. **Manages building safety and security (5%)**
   Provides leadership in safety and security for the library, particularly the first floor. Handles emergencies and alarms quickly and effectively and reports issues that arise to the appropriate library and university personnel.

6. **Performs other duties as assigned (5%)**

PHYSICAL DEMANDS

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

Supervises 2 part-time non-exempt staff (1 FTE) and provides functional supervision to student assistants.

QUALIFICATIONS

EDUCATION

Required
Bachelor's Degree

EXPERIENCE

Required
Three years of experience directly related to the primary duties of the position with at least one year in a lead or supervisory capacity.

Strongly Preferred
Excellent command of the English language and ability to communicate effectively with diverse patrons and staff. Ability to teach others. Skill in using a computer to retrieve information. Demonstrated ability to establish and maintain effective working relationships as part of a team. Knowledge of automated systems, particularly library management systems. Supervisory and/or staff training experience. Quantitative skills necessary to prepare and monitor budgets, analyze usage data, work with billing information, and provide reports in meaningful formats. 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 working in an academic library. Knowledge of library management systems such as Aleph, ILLiad, and Ares. Knowledge of or experience with library circulation procedures. Ability to understand, access, search, and retrieve information from electronic resources such as online library catalogs and databases. Knowledge of or experience with online reference platforms such as LibChat and LibAnswers. Experience with managing billing and fines. Experience in leading and training student assistants or other employees. Experience with safety and security procedures in the workplace.
Employee’s Signature________________________ Date__________

Print Employee’s Name____________________________________

Supervisor’s Signature________________________ Date___________