



## Job Description

<b>Name:</b>	<b>OPEN OPEN</b>
<b>Job Title:</b>	<b>User Services Manager</b>
<b>Department:</b>	<b>Library</b>
<b>Senior Team Leader:</b>	<b>Vice President for Academic Affairs Dean of Faculty</b>
<b>Reports to:</b>	<b>Director of Library Services</b>
<b>Classification:</b>	<b>Non Exempt/Hourly</b>
<b>FTE:</b>	<b>Part Time 55% 28 hrs. week/mid-August thru May</b>
<b>Date Written/Updated:</b>	<b>October 20, 2020</b>

### **MISSION STATEMENT**

The University's mission is to develop a commitment to scholarship; educate, equip, and help students develop their abilities for a life of God-honoring service to others; and for personal fulfillment.

### **BASIC FUNCTION:**

The User Services Supervisor will provide leadership, organization, and management to Access Services.

### **QUALIFICATIONS**

- Must have a strong personal faith in Jesus Christ, a desire to serve others and a commitment to being a faithful steward of university resources
- A commitment to the mission of the University.
- Preference is given to a candidate with a Bachelor's Degree. Experience with supervising multiple employees and of working in a library would be helpful.
- The individual must have the communications skills and service orientation required to be effective in a demanding front-line service environment.
- The ability to effectively train and manage student employees

### **SPECIFIC RESPONSIBILITIES**

- Work begins mid-August through the end of May, five days a week during the Academic year. Not to exceed 28 hours / week; not to work holidays and vacations.
- Coordinate Access Services including student assistant management, maintenance and use of the Circulation/Reserve component of the Integrated Library System (WMS), access and maintenance of the library's physical collections, and patron assistance in relation to collection access.
- Act as liaison with campus Information & Technology Services for end-user technology support.
- Contribute to development, design and maintenance of Libguides and social media accounts.
- Collect and analyze statistics; prepare reports relating to assigned areas
- Provide assistance with interlibrary loan management
- Ensure the safety and wellbeing of library patrons and resources by communicating and coordinating with other University services, especially Plant Services and University Security.
- Assist with other projects and perform other duties as assigned by the Director of Library Services

### **WORK ENVIRONMENT/DRESS CODE**

Indoor work, office setting, business casual.

### **TRAVEL REQUIREMENT**

Minimal.

### **PHYSICAL DEMANDS OF THE JOB**

None noted.

This job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This position description is not all-inclusive and may change at the option of the supervisor or senior leader. Individuals may be required to perform other job-related instructions as requested by the supervisor, subject to reasonable accommodation. Any major change will result in the position being reviewed for reclassification.

I have reviewed and approve this job description.