User Services Specialist

Library

POSITION SUMMARY

Reporting to the Director of User Services, Communications, and Assessment, the User Services Specialist (USS) provides excellent public services to library patrons, both in-person at the central Information Desk, and virtually. The specialist supervises Student Assistants and engages in their recruitment, training, retention, and evaluation. The USS assists the director in adopting creative new approaches to traditional access services, such as wayfinding; tours and orientations; circulation and reserves; stacks maintenance; and analog collections management. The specialist also participates in new programs, such as developing an Active Print culture and providing access to Open Educational Resources through the OpenOxy program. The USS assists the director with operating and managing the Academic Commons building and facilities and engages in renovation and improvement projects. The specialist also engages in a range of communication and assessment activities.

This position is represented for purposes of collective bargaining by SEIU

SUMMARY OF DUTIES, RESPONSIBILITIES AND GOALS

- Employing a deep commitment to diversity, equity, and inclusivity, helps to create a welcoming, inviting, environment for all users of the library
- Provides excellent customer service to students, faculty, staff, guests, and visitors at the central Information Desk
- Assists with developing policies, procedures, and best practices aimed at providing excellent user experience
- Manages the “First Shift” at the central Information Desk, from 7:30 am -- 4:00 pm, Mon-Fri
- Supervises Student Assistants; engages in recruitment, training, retention, and performance evaluations
- Assists with physical and virtual wayfinding, including signage, the web site, and other directional technologies
- Leads tours of the library and Academic Commons and provides orientations to new students, faculty, staff, and visitors
- Manages circulation of books, journals, media, technology, and other loanable items, including staff-supported and self-service check in/check-out; replacements, and patron accounts. Supports billing and fines
- Supports the analog and electronic course reserves programs
- Performs and/or manages analog collections management and stacks maintenance, including reshelving. Engages in inventory control and collection shifts, when needed
- Ensures that facilities, technology, and equipment in the Academic Commons are in good working order. Reports problems to Information Technology Services, Custodial Services, Facilities, or Campus Safety, as and when appropriate. Serves as a point of contact in the Academic Commons for those college entities
• Assists the director with producing analog and digital internal and external communications
• Gathers usage statistics for the purpose of assessment, evaluation, and reporting

QUALIFICATIONS

Required
* BA or BS and minimum two years’ academic library experience
* Energetic and strongly outward-facing approach to providing public services
* Excellent online searching skills
* Working knowledge of discovery and integrated library systems, such as OCLC and innovative Interfaces Sierra.
* Familiarity with navigating academic library web sites and catalogs
* Supervisory experience with Student Assistants
* Superior spoken and written communication skills
* Ability to work well with students, faculty, staff, and visitors
* Ability to multi-task, prioritize, solve problems, deal with complaints, refer when necessary, and remain calm under pressure in a busy work environment
* Strong organizational skills, attention to detail, and the ability to learn and contribute to operational workflows, policies, procedures, and best practices
* Ability to work independently and without close direction in a team environment

Preferred
* Familiarity with academic library access services, especially circulation and course reserves

APPLICATION INSTRUCTIONS

Please submit a resume and cover letter to resumes@oxy.edu explaining why you are attracted to this job and how your qualifications meet the requirements of the position.

First consideration given to candidates applying by November 15, 2019.

As a condition of hire for a staff position and for appointment to a faculty position, Occidental College requires that all candidates who have received a conditional offer of employment complete an application form (if they have not already done so) and consent to a background check. Satisfactory completion of a background check, along with pre-employment verifications and references are required as a condition of employment, but only as permitted by federal, state, and local law, including the City of Los Angeles Fair Chance Initiative for Hiring Ordinance.

We will consider for employment all qualified Applicants, including those with Criminal Histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles’ Fair Chance Initiative for Hiring Ordinance.