

NIAGARA UNIVERSITY
JOB DESCRIPTION

NAME:	Vacant
DATE:	September 2021
JOB TITLE:	User Services Librarian
FLSA STATUS:	EXEMPT
JOB STATUS:	FULL TIME SEASONAL
JOB CLASS:	PROFESSIONAL
WORK LOCATION:	Library
TITLE OF IMMEDIATE SUPERVISOR:	Director of Libraries
DEPARTMENT:	Library
SECTOR:	ACADEMIC

JOB SUMMARY:

The User Services Librarian is responsible for maintaining the highest customer service standards at the primary Library service point and remaining current with new developments in teaching, technology, and Library resources. This position collaborates closely with other Library staff to promote optimal use of Library resources and collections, proactively seeking ways to enhance the Library user experience.

ESSENTIAL DUTIES:

1. Provides exemplary customer service both in person at the primary building service point and online.
2. Works regular shifts at the primary service point, overseeing all activity, including the frontline services provided by student employees. This requires active engagement with student employees to identify teachable moments, provide coaching and feedback, and gain perspective on what students are experiencing in the building.
3. Provides circulation services; assists Library patrons with collection inquiries and research strategies; refer Library patrons to other Library staff when necessary.
4. Devises metrics to capture usage, circulation, and visitation and benchmarks to evaluate progress and apply outcomes to Library services efforts.
5. Collaborates and shares responsibility with other Library staff on developing and scheduling programming and outreach.
6. Shares responsibility of basic Library functions with other Library staff, such as desk coverage, shelving, etc.
7. Provides reference assistance requiring significant knowledge of Library services, holdings, websites, and online databases.
8. Troubleshoots and helps students use building resources.
9. Provides operational support for events and programs in the facility.
10. Participates in the implementation of various initiatives aimed at understanding and improving user experience.

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11. Maintains awareness of all Library services to help with referral and promotion.
12. Coordinates Library Instruction for the Freshmen Seminar and teaches in the Library's User Education program.
13. Performs other duties as assigned which contribute to the efficient and effective operation of the Library and the university.

GENERAL DESCRIPTION:

% of Time

60% Provides Customer Service at the Primary Library Service Point

30% Teaches in the User Education Program

10% Outreach and Other Duties

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. Commitment to excellence in customer service.
2. Demonstrated ability to work independently and collaboratively in a team environment.
3. The ability to train and supervise students as well as coordinate operations with the Director and other department heads.
4. Ability to be flexible with schedule, including the ability to work nights and weekend hours.
5. Knowledge of high-quality reference and customer service practices. Ability to provide assistance to the patrons of the Library.
6. Ability to teach in an engaging way.
7. Ability to manage multiple tasks, set priorities, and implement new information services and technologies.
8. Strong working computer and mobile technologies, office applications software, and technologies used in classroom teaching.
9. Excellent verbal and written communication skills as well as interpersonal skills with the ability to work effectively with a diverse population of students, faculty, and staff.
10. Sufficient manual dexterity with proficiency to handle various office machines including but not limited to: computer, keyboard, calculator, copy machine, and fax machine.
11. Ability to receive telephone calls, respond to inquiries, and communicate with others by telephone with or without reasonable accommodations.
12. Ability to travel off-campus in the United States and Canada to meet with users, vendors, peers, etc.

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13. Commitment to professional development.

ERGONOMIC REQUIREMENTS:

The functions of the position are usually performed sitting but may require some amount of time standing, stooping, kneeling, bending, crouching, lifting, walking, carrying, and other movements may be required. Tasks involving working on a computer keyboard, typewriter, calculator, cutting, labeling, and taping involve the extensive wrist and hand movement. This position requires the ability to travel off-campus when necessary. All individuals are required to be able to perform these movements without significant risk of injury to themselves or others or to otherwise demonstrate or explain how they can perform the essential functions listed above.

QUALIFICATION STANDARDS:

- Master's Degree in Library Science accredited by the American Library Association.
- Experience in an academic library is preferred.
- A valid New York State driver's license is required that satisfies both University and insurance company underwriting rules and regulations for driving a motor vehicle. Must also be able to operate a motor vehicle in Canada.

THE UNIVERSITY RESERVES THE RIGHT TO MODIFY, REASSIGN OR COMBINE POSITIONS AT ANY TIME WITHOUT PRIOR NOTICE.

Employee Signature

Date

Supervisor Signature

Date

Revised: Sept 2021