POSITION DESCRIPTION

MEDICAL CENTER LIBRARIES AND TECHNOLOGIES (MCL&T)
Division: Health Sciences (90)
Department: Edward G. Miner Library (0050)

INCUMBENT’S NAME: [position is vacant]  DATE: June 2014

FUNCTIONAL TITLE: Answer Desk Manager  STATUS: Full time

CLASSIFICATION TITLE: Library Section Supervisor  DAYS OF EFFORT: 5

POSITION CODE: 1705  SALARY GRADE: 51

POSITION SUMMARY STATEMENT

Work under general direction and with latitude for initiative and independent judgment. Apply a strong commitment to excellent customer service to managing the services and staff of the Answer Desk, Miner Library’s one-stop customer service desk. Build and lead a high-performing Answer Desk team. Model professionalism, respect, responsiveness, initiative, discretion, and personal accountability with customers and colleagues. Strive to improve, innovate and add value.

Directly responsible for Answer Desk staff including hiring, training, coaching, setting goals, and evaluating performance. Manage the work and resources of the unit including problem solving, planning, communicating with staff, allocating and prioritizing both work and resources to meet the goals of the unit and the Library. Evaluate work and procedures of the unit and make adjustments as needed to maximize efficiency and add value. Interpret services/policies for Library customers; handle patron relations. Actively participate in Library projects, take initiative to help, and work cooperatively with other Library service units.

Every member of our team is required to make a personal commitment to service excellence. Staff are expected to embrace the “I CARE” commitment and make it central in their work lives each and every day.

DUTIES and RESPONSIBILITIES

1. Responsible for planning, organizing, and managing all staff and operations of Miner Library’s Answer Desk, resulting in a highly-functioning team that delivers exceptional service and works collaboratively with other Library units. (E 50%)
   a. Supervise and coach Answer Desk staff and manage the daily operations of the Answer Desk including basic reference service, circulation, interlibrary loan, and internal document delivery.
b. Develop an outstanding team: hire and train staff; evaluate performance; make decisions regarding priorities and work flow; hold service area meetings and communicate with staff; handle personnel issues; work with staff to identify staff development needs, resolve problems, implement new procedures, initiate special projects.

c. Ensure that the Answer Desk is staffed adequately during all hours that the Library is open to ensure optimal customer service.

d. Develop policies, procedures and projects to meet the needs of customers. Set priorities.

e. Establish and monitor financial procedures/accountability for the Answer Desk activities.

f. Coordinate work of the Answer Desk with other Library services and programs.

g. Ensure staff compliance with ICARE and MCL&T initiatives, mandatory in-service and HIPAA training.

h. Participate in University-wide planning for the ongoing support of the online circulation system. Serve as the major resource for all Library staff working with the online circulation system.

i. Direct the Library’s electronic reserve service which uses the Blackboard courseware management system. Communicate with faculty and their support staff about reserves procedures and copyright rules.

j. Maintain Library calendar and service hours including updating Library Hours page on website.

k. Create and maintain Library web pages covering Answer Desk activities including circulation, interlibrary loan and reserves.

l. Compile statistics and prepare reports including gate count, volumes shelved, reference questions answered, and interlibrary loan and document delivery requests.

m. Keep current on new Library materials and technologies.

2. Provide accurate, friendly, and thorough direct assistance to Library customers. (E 25%)

a. Assist customers, via the phone, email or in person, in finding information using library catalog, Miner website, print resources, and internet sources.

b. Provide informal, impromptu training to customers in the use of library catalog, Miner website, internet sources, common computer programs, library computers, printers and photocopiers.

c. Interact with customers in a courteous and professional manner and attempt to defuse and/or resolve potentially volatile or sensitive situations to ensure quality customer service.

3. Manage Interlibrary Loan and Document Delivery (E 20%)

a. Serve on University-wide committees and as liaison with River Campus Libraries for the ILLiad interlibrary loan online system.

b. Maintain working knowledge of the following systems: EFTS, DOCLINE, ILLiad, and OCLC interlibrary loan. Serve as the major resource for all Library staff working with any of these interlibrary loan systems.

c. Be knowledgeable of the standard guidelines governing interlibrary loan including the DOCLINE Eligibility Guidelines, CONTU Guidelines, and publisher policies for using electronic journals for interlibrary loan. Ensure that Medical Center Libraries & Technologies adhere to these guidelines.

d. Report any article copying that exceeds the CONTU Guidelines to the Copyright Clearance Center.

e. Monitor functioning of electronic user interface for document delivery to ensure operability. Refer problems to Computing and Information Systems for correction.
f. Oversee billing services with Library customers and other libraries; monitor expenditures and balances.

4. Participate in Library and Professional Activities (E 5%)
   a. Work with Head of Information & Resource Management (IRM) to initiate, plan, and implement goals and objectives.
   b. Compile statistics for inclusion in local and national surveys.
   c. Participate in staff meetings.
   d. Serve on appropriate committees or groups within Medical Center Libraries & Technologies (MCL&T) and the University of Rochester Libraries.
   e. Attend workshops and training sessions.
   f. Participate in ongoing activities and special projects of IRM & MCL&T.

SUPERVISION RECEIVED

This position reports to: Head, Information & Resource Management.

SUPERVISION EXERCISED

This position supervises: Answer Desk Assistants (Library Assistants); student employees

MACHINES AND EQUIPMENT USED

- Computer and peripherals
- iPad
- Printer
- Photocopier
- Scanner
- Fax machine
- Telephone
- Cash register
- Library overhead paging system

QUALIFICATIONS

Minimum Acceptable Qualifications: Bachelor’s Degree and 1-2 years of related library work experience; or equivalent combination of education and experience. Proven ability to supervise a collaborative team and think outside the box. Strong skills in oral and written communication and a firm commitment to service. Ability to independently initiate and manage projects. Knowledge of and experience with a variety of computer platforms, operating systems, and networking environments; experience with Windows, Microsoft Office products, and Internet.

Essential personal characteristics: Flexibility, initiative, creativity, and the ability and willingness to work cooperatively in an evolving technological environment. A commitment to excellent customer service and the ability to interact positively with a wide constituency, including faculty, clinicians, students, staff, patients and families, and members of the public. Good communication and organizational skills are required. Continuous learning is essential. The Library’s mission has a strong service orientation and staff are expected to advance that goal.

Desirable Qualifications: Experience with Voyager ILS, ILLiad, DOCLINE, OCLC, and Blackboard.

This document describes typical duties and responsibilities and is not intended to limit management from assigning other work, either within this service area or another, as required.

Revised 06/14 (MS/AD/SA)