POSITION VACANCY ANNOUNCEMENT

POSITION: Access and Resource Sharing Circulation Team Leader (Library Associate 2)

DEPARTMENT: Access and Resource Sharing

REPORTS TO: Chair, Access and Resource Sharing Department

SALARY: Minimum $39,529 annual salary; Actual rate will reflect experience and credentials

REQUISITION #: 510602

DEADLINE DATE: April 23, 2019 – applications will be reviewed as received

JOB SUMMARY
The Access and Resource Sharing Circulation Team Leader serves as the team leader for circulation functionality in the integrated library system (ILS) and is responsible for standardizing training for faculty, staff and students library-wide. Supports daily circulation activity by monitoring functionality. Through programmed reports ensures that the system produces patron overdue notices and other messages in a timely and instructive manner. Works with a high authority and independence collaborating with Florida Academic Library Services Cooperative (FALSC) and Library Information Technology Department (IT) to resolve system issues promptly. Reports directly to the department Chair; contributes to department goals that set effective priorities and timelines for user-centric initiatives. Participates on Access and Resource Sharing Steering Team and Access and Resource Sharing Committee to centralize policies and procedures in the library system for circulation functions. Provides staff development opportunities to the Libraries by offering outreach workshops on circulation functionality. Liaises with FALSC to ensure that functionality of the integrated library system supports daily circulation processes. At state level, participates in discussions on the Florida Virtual Campus Library (FLVC) Access Services Discussion List; monitors Circ/Resource Sharing Working Group meetings/Wikis to participate in training and secure effective procedures for circulation functions within Sierra/Encore Duet ILS; on local level, is an active member of the Smathers Libraries ILS Planning and Implementation Task Force; leads training and documenting of Sierra/Encore Duet ILS circulation workflows.

RESPONSIBILITIES
Coordinates library system circulation training
Develops training materials and coordinates training sessions for all processes within the library circulation system. Remains current with library system upgrades and informs staff of changes in processing. Develops programmed reports for monitoring and assessing circulation functions. Tracks and evaluates system problems and notifies appropriate campus staff. Serves on Access and Resource Sharing Committee and its Steering Team to further coordinate and standardize library-wide circulation operations. Provides direction and precise description for reports and notices to the Smathers Libraries ILS Planning and Implementation
Task Force for training and documenting circulation processes in Sierra/Encore Duet ILS. Participates in state-wide discussions on the FLVC Library Access Services Discussion List; monitors FALSC Circ/Resource Sharing Working Group meetings/Wikis. As an expert of circulation functionality, ensures that circulation operations and integration with other campus systems are viable in Sierra/Encore Duet ILS. Serves on the Smathers Libraries ILS Planning and Implementation Task Force to support training and documentation of system processes.

**Collaboration with Library Branches and University Systems**

Liaises with branch library circulation staff, Health Science Center Library and Legal Information Center, to coordinate circulation system practices and provide training when necessary. Maintains the Circulation Manual in the Staff Portal; reviews procedures and processes frequently with all circulation staff. Performs liaison role communicating with local and state libraries to resolve issues concerning access policies and fines, including cost for replacing lost items, and addressing invoice/payment issues. Performs outreach presentations that offer an overview of circulation operations in Smathers Libraries. Interfaces with Registrar/PeopleSoft systems to monitor billing processes; accesses systems to input, credit, and waive fines/fees; monitors appeals for refund requests. Maintains knowledge of standard library circulation patron statuses and privileges; maintains knowledge of standard notices sent to patrons on regular schedule; interprets and creates new circulation reports on an as need basis.

**Cross Training - Service Desk, Interlibrary Loans and Course Reserves**

Engages with patrons by periodically serving at branch libraries circulation desk; remains aware of the library system functionality through using the system. Encourages good customer protocol by engaging with patrons at the service desk and identifying circulation problems first hand. Receives cross training in Access and Resource Sharing operations for course reserves and interlibrary loans; may be asked to offer assistance in these units during peak workload periods. Instructs department staff in current circulation policies, including circulation loans, returns, overdue, and replacement workflows.

**Liaises with FALSC and Library IT**

Coordinates with library IT and FALSC to troubleshoot library management system problems. Maintains circulation data, prepares regular statistical reports for the department and participates in library special projects as required. Liaises with FALSC to report system functional inconsistencies; collaborates to develop new report structures as needs change. Maintains an active role in the state ILS implementation and remains current with ILS circulation functions through attending discussion support group meetings. Collaborates with library IT to resolve patron status issues and loading patrons into the ILS in a timely and effective manner.

**Contributes to Department**

Sets goals and work assignment priorities for department concerning circulation policies and procedures. Monitors system issues and reports problems to director during weekly meeting. Contributes to discussion about access, resource sharing services and user experience goals; contributes to development of policies and procedures; suggests changes when the environment requires; takes leadership role in making policies known to library staff.

**Other Duties as Assigned**

Participates in training activities or classes to improve skills or enhance knowledge needed for position including working with other Access and Resource Sharing staff, communicating with the members of the Access and Resource Sharing Committee and its Steering Team concerning documenting resource sharing, course reserves and circulation policies and processes. Attends state-wide Access and Circulation Committee Working Group meeting and reports functions of the state initiatives to library staff. Serves on other committees as appropriate.

**QUALIFICATIONS**

*Required:*

Bachelor’s degree and four years of related library experience; or a Master’s degree and two years of related library experience; or any equivalent combination of experience, training and/or education.
Preferred:

- Demonstrated experience working with integrated library management systems, such as Innovative Interface/Sierra Encore Duet;
- Experience in developing and conducting training and/or teaching;
- Working knowledge of campus-wide enterprise systems;
- Ability to clarify circulation reports and problems to faculty, students and staff;
- Experience working with a library information technology support cooperative such as Florida Academic Library Services Cooperative (FALSC) or a similar organization;
- Ability to communicate effectively via email, phone and in person, including the ability to interact effectively with the public in a sometimes stressful public service situation;
- Ability to maintain excellent working relationships with colleagues;
- Ability to use a computer (for email, searching the internet, keyboard skills, basic windows skills, etc.) and peripheral equipment (scanner, fax, printer, etc.);
- Ability to exercise good judgment, remain flexible and work in a rapidly changing academic environment;
- Experience working independently with high initiative;
- Ability to supervise the activities of student assistants;
- Ability to understand and respond to needs of library researchers;
- Knowledge of library operations based on previous work experience or personal use extremely helpful.
- Commitment to contributing to a respectful and caring community for all, including individuals of diverse backgrounds, experiences, races, ethnicities, gender identities, sexual orientation, and perspectives.
The George A. Smathers Libraries are strong advocates for inclusion and intellectual freedom. The Libraries’ commitment to both is articulated in the Inclusion Statement and Intellectual Freedom Statement, both of which are posted at http://cms.uflib.ufl.edu/InclusionAndIntellectualFreedom.

ACCESS AND RESOURCE SHARING DEPARTMENT
The Access and Resource Sharing Department provides leadership in the development, coordination and provision of services that facilitate user access to information resources. Access and Resource Sharing Department serves as the central point for distribution and clarification of policies and procedures for user access services. The unit supports scholarly research within the academic community through interlibrary loans, which include lending scholarly resources to other libraries, borrowing scholarly resources for UF patrons from other libraries, and supporting distance learners research needs through document delivery services; and Course Reserves, which include making available for student study, print and electronic resources selected by faculty for specific course work. Access and Resource Sharing Department personnel instruct students, faculty, and staff in copyright compliance and obtain copyright permissions for course reserve and interlibrary loan materials.

COMMUNITY
Gainesville, Florida and the surrounding community are home to approximately 257,000 people and both the University of Florida and Santa Fe College. Situated just over an hour from the Gulf of Mexico and the Atlantic Ocean, the city is surrounded by over 40 nature parks, including many spring-fed lakes and rivers. In 2015, Gainesville was named the “Best Midsize College City in America” by WalletHub and ranked no. 7 on Livability.com “Top 10 College Towns”. Gainesville is known as an innovative municipal government and an innovative city. Gainesville continues to receive national recognition as a top-rated city. Some of Gainesville's accolades are listed at the Gainesville Awards and Recognition link. The Guide to Greater Gainesville combines award winning photography and compelling articles that capture all of the reasons for calling Greater Gainesville your next home. The area has numerous cultural institutions and is a haven for sports fans. Jacksonville, Orlando, Tampa, Tallahassee, and St. Augustine are all within a two-hour drive. Gainesville is an affordable city and area to live in – using a cost of living calculator you can compare cities across the United States. See how affordable Gainesville really is!

BENEFITS
Vacation days, paid holidays, and sick leave days; retirement plan options; insurance benefits; tuition fee waiver program; no state or local income tax. Prospective employees should review the information about employment and benefits at UF available at http://hr.ufl.edu/benefits/. UF offers a comprehensive new online benefits tool called ALEX to help employees and prospective employees review benefit choices at UF.

APPLICATION PROCESS
To apply, submit 1) a cover letter detailing your interest in and qualifications for this position; 2) your current resume or CV; and 3) a list of three references including their contact information (address, telephone number, and email). Apply by April 23, 2019 (applications will be reviewed as received). Submit all application materials through the Jobs at UF online application system at Requisition 510602. Failure to submit the required documents may result in the application not being considered. If you have questions about the application process please contact Tina Marie Litchfield, tlitchfield@uflib.ufl.edu.

AFFIRMATIVE ACTION/EEO
The University of Florida is an Affirmative Action, Equal Opportunity Employer and encourages applications from women and minority group members. We are dedicated to the goal of building a culturally diverse and pluralistic environment; we strongly encourage applications from women, members of underrepresented groups, individuals with disabilities, and veterans. As part of the application process, applicants are invited to complete an on-line confidential and voluntary demographic self-disclosure form which can be found at: http://hr.ufl.edu/data-card/. This information is collected by the University of Florida's Office of Human Resources to track applicant trends and is in no way considered by the Smathers Libraries in the selection process.

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