POSITION VACANCY ANNOUNCEMENT

POSITION: Assistant User Services Manager (Night & Weekend Operations)
– Library Associate 2

REPORTS TO: User Services Manager, Library West

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

REQUISITION #: 510156

DEADLINE DATE: March 28, 2019 - review of applications will begin as received

ATTENTION: Normal work schedule is Wednesday through Sunday, 3:00pm to 12:00am

JOB SUMMARY
As the operations manager for night and weekend hours in the Humanities and Social Sciences Library, Library West branch, the Assistant User Services Manager provides broad public services assistance to members of the University community; holds specific responsibility for training of support staff who comprise the night and weekend team, hiring and supervising student assistants and monitoring night/weekend scheduling of the circulation and research assistance desks, and tracking issues related to building security and facilities. The Assistant User Services Manager produces training materials, communication tools, and other appropriate documentation for staff covering branch service desks.

Working under the direction of the H&SS User Services Manager, this position is a primary point of contact for Libraries faculty and staff, affiliated and non-affiliated users, and allows for a unified voice for the communication of departmental programs and policies. Activities include strategic planning, problem-solving, public relations, and the interpretation, recommendation, and creation of guidelines and workflows. Added operational duties include handling and referring requests related to patron accounts, billing, and access to the Libraries. This position serves as a coordinator for building safety, security, and facilities, and for maintenance of building and service hours.

RESPONSIBILITIES
Night and Weekend Oversight
• Oversees the night and weekend operations and team members that support Library West services to UF faculty, students, staff, and other members of the University community. Includes the supervision of full-time staff assigned to second and weekend shifts, and supervision of as many as 6-12 student assistants. Oversees and directs training, daily work tasks and operations, and performance appraisals.
• Plans closely with the User Services Manager to determine staffing levels at public service desks, as well as to compose and execute policies and procedures to ensure continuous goal setting, timely work
completion, and excellent staff communication and collaboration. Sets work and supervisory expectations for first shift unit projects and for day-time student employees, and communicates these to the User Services Manager.

**Maintains in-depth knowledge of support staff responsibilities in order to perform these tasks in the staff member’s absence.**

**Provides unit reports and statistics as requested.**

**Maintains regular contact with security guards, communicating security performance to the User Services Manager and Facilities Manager.**

**Regularly reports to the User Services Manager the status of night and weekend operations, tracking operational issues and problems (patron complaints, security concerns, computer downtime, etc.) to resolution. Administers reporting of IT and facilities problems via Libraries’ IT trouble ticket system; submits public computing and printing problems through the UFIT help desk ticket system; originates security and emergency reports via the Libraries’ online Incident Report form.**

**User Services**

**Manages the provision of user services at all service points from 3:00pm-12:00am Wednesday through Sunday, with adjustments to schedule as needed to cover staff leave and maintain building and service hours.**

**Performs all circulation job duties, including but not limited to: checking library materials in and out, reservations of circulating technology, equipment and study spaces, receiving and screening problem reports; as well as answering and referring reference and directional questions.**

**Assists users in locating library materials and instructs them in the use of electronic resources, online catalog, course reserves system, interlibrary loan, and basic reference materials and research methods. Holds regular shifts for the Ask-A-Librarian chat reference service. Makes appropriate referrals for research assistance, instruction, and materials requests to subject specialists and other branch libraries and departments.**

**Creates and updates library patron records as needed; verifies the eligibility of patrons through student administration portals and UF directory; grants computer access to non-UF users. Screens access applications for the graduate study floor; interprets patron circulation and account records and library policies in response to patron queries and problems; refers billing issues with patrons to the User Services Manager.**

**Responds to complex problems and unusual circumstances that may arise when dealing with the integrated library system. Collects, organizes and carries out searches as requested by patrons unable to locate library materials. Responds to information requests regarding e-mail renewal procedures and incoming requests for remote renewal of library material via e-mail. Oversees operation of the self-checkout workstations. Initiates use of off-line emergency circulation procedures when the library management system is down.**

**Building, collections, and physical plant safety and security**

**Responsible for coordination of security and facilities services for evening and weekend shifts. Keeps regular contact with contracted security guards and checks their activity, maintaining branch security/facilities log and reporting problems to User Services Manager. Regularly monitors the UF Alert System. Closes and secures building during intersession or holiday hours.**

**Ensures that facilities are in good order by overseeing the straightening of furniture and equipment, sorting of materials, picking up of various material used in the building (near printers, study rooms, etc.) and returning those items to appropriate locations.**

**Makes regular rounds through the building to check doors and equipment and enforce food and beverage policies. Monitors group activity in the study and media rooms. Gathers head counts and other activity statistics.**

**Identifies and reports maintenance problems (broken furniture, leaks, lights, etc.) to the Libraries Facilities department via the online ticketing system.**

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Information Commons and technology support
• Provides troubleshooting for difficult hardware and software issues and printing/scanning problems as needed; reports all unresolved technology problems to UFIT via the UFIT Help Desk ticket system.
• Responds to queries from patrons regarding software and hardware provided in the InfoCommons, including the One Button Video Recording Studio, DVD/video players, digital microform workstations, scanners, video dubbing equipment, accessibility software, proctoring booths, and all other equipment in the media areas.
• Monitors use of equipment and study rooms.

Other Duties
• Assists with various ongoing and special projects or activities as assigned by the User Services Manager or the Department Chairs, such as preparation of library cards or temporary computer access for special programs, assisting with night events in Library West, preparing reports, etc.
• Attends Branch all-staff meetings, and other meetings as requested by the User Services Manager; contributes to the documentation and formulation of Library West policies and procedures.
• Participates in University, Libraries and Library West committees and task forces as appropriate.
• May participate in library instruction, specifically evening or weekend classes conducted as part of the library’s information literacy and outreach programming.
• Participates in training to enhance skills for both personal and professional development.

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 in hiring, training, and supervising staff, and ability to provide clear and positive direction to team members
• Ability to establish and maintain effective working relationships, and to work collaboratively to accomplish goals
• Ability to support and engage a large and diverse user population
• Ability to plan and organize effectively, independently, and with high initiative and minimal direct supervision
• Strong oral and written communication skills
• Flexibility, and ability to adapt and work in a rapidly changing academic environment
• 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
• Experience with project management applications (such as Trello, Basecamp, PBworks)
• Knowledge of library regulations, policies, and procedures
• Experience with library management systems (public and technical modes)
• Experience with troubleshooting PC hardware, peripherals, Windows & Mac-based operating systems, and software (MS Office)
• Knowledge of basic reference resource materials and the research process
• Degree in a field related to the humanities and social sciences

THE UNIVERSITY OF FLORIDA
The University of Florida (UF) is a major, public, comprehensive, land-grant, research university. The state's oldest and most comprehensive university, UF is among the nation's most academically diverse public universities and won the 2018 Senator Paul Simon Award for Comprehensive Internationalization. UF was ranked 9th among public universities in Forbes’ “America’s Best Employers 2015” and 9th among “Top Public Schools” in U.S. News and World in 2017. UF has a long history of established programs in

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international education, research and service. In 2013 the Florida Legislature designated UF as the state’s preeminent institution which grew into an opportunity to achieve national and international recognition for the University’s work in serving students and the world. It is one of only 17 public, land-grant universities that belong to the Association of American Universities. UF traces its beginnings to a small seminary in 1853 and is now one of the largest universities in the nation, with more than 50,000 students. For more information, please consult the UF homepage at http://www.ufl.edu

UNIVERSITY OF FLORIDA LIBRARIES
The libraries of the University of Florida form the largest information resource system in the state of Florida. The UF Libraries consist of seven libraries on the Gainesville campus and three off-campus facilities; six of the campus libraries, and all of the off-site facilities, are in the system known as the George A. Smathers Libraries at the University of Florida. The remaining library is the Lawton Chiles Legal Information Center. Collectively, the UF Libraries (the Smathers Libraries and the Legal Information Center) hold or provide access to over 6 million print volumes, 8.1 million microfilms, 1.5 million e-books, over 145,000 full-text electronic journals, 827 electronic databases, 1.3 million documents and 1.4 million maps and images.

The UF Libraries have built a number of nationally significant research collections, including the Latin American, Judaica, Florida History, Children’s Literature, and Maps and Imagery collections. The UF Libraries are a member of the Association of Research Libraries (ARL), the Center for Research Libraries (CRL), and the Association of Southeastern Research Libraries (ASERL). The library staff consists of more than 300 FTE librarians, technical/clerical staff and student assistants. The organizational chart is available at http://www.uflib.ufl.edu/orgchart.pdf.

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.

HUMANITIES AND SOCIAL SCIENCES LIBRARY (LIBRARY WEST)
The Humanities and Social Sciences Library (Library West) is the largest branch library on the UF campus, with 14 faculty and 16 staff members, seating for 1,400 patrons, and 217 public computers, including iPads and Netbook laptops. Last year, Library West received over 1.4 million visitors. Renovated in 2006, the branch offers 16 group study rooms, 3 media rooms, including video conferencing facilities, faculty and graduate carrels as well as a limited-access floor for graduate students. Two classrooms are available, one with auditorium-style seating and the other with 19 computers for hands-on instruction. Within the branch, there are four functional units: Research Assistance, Instruction and Outreach, Collections, and Circulation; these units are managed by coordinators who oversee the daily functions. Programs and lectures are scheduled throughout the year in the Information Commons area. The branch is also home to the Libraries Administration, Human Resources and Fiscal Services, Library Facilities Planning, and the Access Support unit providing ILL and Reserves services for all branches. A Starbucks is located in the building. Organizational chart available at: http://cms.uflib.ufl.edu/portals/librarywest/LibraryWestOrganization20140623.pdf.

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 Midsized 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

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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/](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 March 28, 2019 (applications will be reviewed as received). Submit all application materials through the Jobs at UF online application system at [Requisition 519156](http://hr.ufl.edu/benefits/). 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/](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.