POSITION VACANCY ANNOUNCEMENT

POSITION: Collections Support Liaison – Library Assistant 3

DEPARTMENT: Acquisitions and Collections Services

REPORTS TO: Collections Support Unit Manager

SALARY: Minimum $15.77 hourly. Actual rate will reflect experience and credentials

REQUISITION #: 513156

DEADLINE DATE: January 13, 2020- applications will be reviewed as received

JOB SUMMARY
The George A. Smathers Libraries at the University of Florida seek an adaptable and service-oriented Collections Support Liaison in the Collections Support Unit of the Acquisitions & Collections Services Department. The Unit’s primary activities revolve around the acquisition of all monographs (including e-books) and tangible materials for the collections using firm order (one-time), approval, and use-driven collections budgets, totaling over $800,000 annually. Reporting to the Collections Support Unit Manager, this position liaises to and provides exemplary customer service to a variety of internal clients and external vendors, is responsible for managing and processing orders through to completion for assigned budget centers and other funds, and is responsible for initiating and monitoring automated processes for record loading and electronic access and discovery. As appropriate or as assigned, the incumbent will also assist with workflow review and design, serve as a member of project teams, and pursue professional development opportunities. Worked is performed in a collegial, team-based environment, with many shared-responsibility tasks rotating amongst unit members and large projects equitably assigned. Typical tasks include, but are not limited to, processing shipments, entering bibliographic, order, and/or invoice data, monitoring and responding to communication streams, and in-depth problem solving.

The library encourages staff participation in reaching management decisions and consequently the Collections Support Liaison will serve on various committees and teams. To support all students and faculty, and foster excellence in a diverse and collaborative society, the Libraries are actively seeking candidates who bring culturally-rich lived experiences to work with individuals of diverse backgrounds, experiences, races, ethnicities, genders, sexual orientation, and perspectives.

RESPONSIBILITIES
Liaising and Customer Service
• Develops and maintains expert level knowledge of locally implemented acquisitions methods and plans
• Develops and maintains expert level knowledge of workflows, processes, policies, and procedures associated with locally implemented acquisitions methods and plans
• Develops and maintains expert level knowledge of systems and tools used by the Unit or Department
• Serves as a liaison and point person to subject librarians and other library personnel on acquisitions and
collections related issues

- Provides exemplary customer service to subject librarians and other library personnel on acquisitions and collections related issues
- Provides guidance and training to subject librarians on acquisitions and collections workflows, processes, policies, and procedures
- Monitors assigned budgets and communicates with appropriate library personnel on budget related issues
- Serves as a liaison and point person to external library materials vendors on order related issues
- Monitors service received from vendors to ensure the Libraries’ interests are served
- Monitors, troubleshoots, answers/solves, and/or routes communication of problems and questions from various internal and external clients from multiple communication streams, including shared inboxes and problem-ticket systems
- Utilizes critical thinking and performs in-depth troubleshooting and problem solving on a wide range of acquisitions and collections related issues

Order Management & Processing

- Understands, follows, and communicates issues regarding University, Library, Department, and Unit policies and procedures regarding the use of PCards, ordering/receiving materials, submitting invoices, and other related duties
- Processes orders for assigned budget centers and other funds assigned on a rotating basis
- Reviews and processes firm order requests for monographs, including e-books, and other tangible formats
- Monitors approval plans and manages and processes approval orders
- Creates brief bibliographic records and order records for firm and approval orders
- Enters invoice details and reviews for accuracy and appropriate routing
- Receives, processes, and routes ordered materials
- Claims, cancels, and reorders as necessary to maintain timely, efficient, patron-oriented acquisitions of materials
- Maintains record keeping on a variety of metrics associated with order/receipt statistics and tracking of vendor performance

Automated Processes

- Authorizes orders of titles selected by subject librarians in vendor databases
- Creates and runs a variety of reports to support assigned tasks and projects
- Monitors and reviews automation setup/design with vendor systems and local tools

Projects and Workflows

- Monitors workflow and process efficiency, identifies, and reports issues to supervisor
- Provides input and assists department managers in the design of new workflows, processes, policies, and procedures
- Serves as a team member for unit or department projects, assisting with project design and implementation as appropriate or as assigned
- Oversees student worker tasks to ensure accuracy and completion

Other Duties

- Provides one-on-one or small group training and assistance to colleagues on processes in which the incumbent has expert level knowledge
- Seeks out and participates in trainings, classes, or other professional development opportunities offered by the Libraries, the University, or consortial partners to improve skills or enhance knowledge
- Provides service to the Libraries or University, as appropriate or as assigned
- Performs other duties as assigned

*The Foundation for The Gator Nation*

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QUALIFICATIONS
Required:
High School diploma or equivalent and four years of library or related clerical/customer service experience; or a bachelor’s degree and one year of library or related clerical/customer service experience.

Preferred:
- Customer service experience
- Ability to understand and follow policies and procedures
- Ability to communicate effectively and congenially
- Ability to adapt quickly to changing priorities and work within deadlines, both independently and within a group
- High level of attention to detail
- Experience working with orders, invoices, vendors, and/or budgets
- Experience with Microsoft Office software (Outlook, Word, Excel, PowerPoint)
- Experience navigating and utilizing web-based resources (websites, databases, ordering systems, etc.)
- Experience working in a public or academic library
- Experience with or knowledge of library acquisitions practices
- Experience with Integrated Library Systems (ILS),
- Commitment to contributing to a respectful and caring community for all, including individuals of diverse backgrounds, experiences, races, ethnicities, gender identities, sexual orientations, and perspectives

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 8th among “Top Public Schools” in U.S. News and World in 2018. UF has a long history of established programs in 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 at the University of Florida form the largest information resource system in the state of Florida with seven libraries and three off-campus facilities. The George A. Smathers Libraries are comprised of six of the campus libraries, and all of the off-site facilities. The only library outside of this system is Lawton Chiles Legal Information Center at the Levin College of Law. The libraries hold over 6 million print volumes, 8.1 microfilms, 1.5 million e-books, 145,000 full-text electronic journals, over 1000 electronic databases, 1.3 million documents and 1.4 million maps and images. The libraries maintain partnerships and engages in a variety of collaborative, international projects while engaging with the UF community.

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. We are a member of the Association of Research Libraries (ARL) and other regional library consortia. The library staff consists of more than 300 FTE librarians, technical/clerical staff and student assistants.
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.

ACQUISITIONS AND COLLECTIONS SERVICES
The primary mission of the Acquisitions and Collections Services Department is to efficiently acquire resources and materials in a wide range of formats to meet the Strategic Directions and mission of the Smathers Libraries in supporting the academic and professional programs of the University of Florida. The department is divided into three units (Collections Support; Accounting & Serials; and Electronic Resources) and one program (Gifts & Exchange). Each area of operation is expertly staffed and dedicated to a specific set of responsibilities. The units function as a team to perform workflow and implement a variety of initiatives. Most notable daily responsibilities of the Acquisitions and Collections Services Department include allocating, encumbering, and expending a twelve million dollar materials budget; implementing and tracking vendors, invoices, order records, and payments; managing license agreements for e-journals, databases, and a multitude of resources; ensuring all electronic resources are discoverable; project management including projects that traverse other departments; handling subscriptions for thousands of print/online serials and standing orders; overseeing several large approval/slip plans and firm ordering for print and e-books from booksellers and publishers across the world; and being the principal department for batch-loading thousands of vendor, publisher and OCLC bibliographic records into the library catalog.

COMMUNITY
Gainesville, Florida and the surrounding community are home to approximately 257,000 people and both the University of Florida and Santa Fe College. The city is surrounded by over 40 nature parks, including many spring-fed lakes and rivers, with many paved and unpaved trails for recreation and is situated just over an hour from the Gulf of Mexico and the Atlantic Ocean. Gainesville is known as an award-winning and innovative city friendly to both professionals and families. The Guide to Greater Gainesville combines award winning photography and compelling articles that capture all of the reasons for calling 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
- a cover letter detailing your interest in and qualifications for this position
- your current resume or CV
- a list of three references including their contact information (telephone number and email address)

Apply by January 13, 2020 (applications will be reviewed as received). Submit all application materials through the Jobs at UF online application system at Requisition 513156. Failure to submit the required documents may result in the application not being considered. If you have any questions or concerns about this process please contact Tina Marie Litchfield, George A. Smathers Libraries Human Resources Office, at tlitchfield@uflib.ufl.edu.

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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.