POSITION VACANCY ANNOUNCEMENT

POSITION: Collections Support Specialist – Library Associate 1

DEPARTMENT: Acquisitions and Collection Services

REPORTS TO: Collections Support Unit Manager

SALARY: Minimum annual salary at $35,115; Actual rate will reflect experience and credentials

REQUISITION #: 511296

DEADLINE DATE: July 15, 2019 - applications will be reviewed as received

JOB SUMMARY

As a member of the Collections Support Unit, in the Acquisitions and Collections Services Department, the Collections Support Specialist coordinates daily unit operations associated with use-driven acquisitions plans, vendor ordering platforms, and domestic and foreign approval plans. The Collections Support Specialist serves at an intermediate level within the Unit. This position utilizes technical expertise in the library’s Integrated Library System (ILS), access and discovery tools, and other library or third-party systems, and administration and maintenance of automated acquisitions and discovery processes as well as functional expertise in library acquisitions, to track and troubleshoot orders, invoices, access, and discoverability. Compiles and analyzes acquisitions and collections metadata to generate metrics and statistics. Serves as a liaison between the Collections Support Unit and the Libraries’ personnel, vendors, and users. Works independently and as a team to develop and maintain the unit’s web presence and documentation; implement special projects, solve problems, and provide guidance and training to colleagues.

The library encourages staff participation in reaching management decisions and consequently the Collections Support Specialist 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

COLLECTIONS SUPPORT

• Coordinates, in consultation with Unit Manager, daily operations associated with GOBI and other vendor ordering platforms and related services
• Coordinates, in consultation with Unit Manager and subject liaison librarians, the maintenance and revision of all print monograph approval plans
• Supports daily operations of use-driven acquisitions plans, such as vendor communications, discovery record delivery, communication with staff at the Florida Academic Library Services Cooperative (FALSC), and tracking of expenditures
• Liaises to Electronic Resources Unit and Accounting & Serials Unit personnel regarding operational issues that cross units, engaging in cross-training within these units, the Acquisitions department, and other library units, and contributing to Department-wide working groups responsible for projects that span functional areas
• Provides technical and functional expertise to provide input on and implement order record policy, workflows, and maintenance
• Works with collection managers and other Acquisitions staff to monitor funds, troubleshoot budget and invoicing issues, facilitate needed fund transfers, and monitor expenditures in appropriate systems
• Collaborates with colleagues across the libraries and with vendors to reconcile and troubleshoot discrepancies with orders, invoices and payments, and holdings/entitlements
• Assists in the design and maintenance of LibGuides and other departmental web presences regarding the functions of the unit
• Uses technical and functional expertise to assist in the development and execution of workflows to accomplish specific, time-limited goals or temporary projects

COLLECTIONS REPORTS
• Retrieves, analyzes, and manipulates ad hoc reports and raw data from library, vendor, and other service provider platforms
• Compiles and analyzes acquisitions and collections metadata to generate metrics and statistics for a wide variety of reports, surveys, and other internal uses
• Creates purchasing and expenditure reports on firm, approval, and use-driven acquisition plans that combines financial, bibliographic, and use/circulation data for the purpose of assessment
• Collects and interprets payment and usage data, ensuring data is available to library employees via LibGuides and other systems

AUTOMATED PROCESSES
• Coordinates the creation and maintenance of vendor technical specification documentation and related workflows for shelf-ready services for print monograph in consultation with personnel within the department and from cataloging and branch libraries
• Works with metadata specialists within the department and cataloging to review and correct record loading errors and issues with shelf-ready records and items, and devise, revise, and seek approval for MARC loading profiles
• Coordinates and participates in loading MARC records for print monographs, e-books, and other electronic resources for firm, approval, and use-driven acquisitions methods, including brief order-creation records and full-level/shelf-ready records
• Provides recommendations to Unit Manager for the implementation of policies and procedures concerning administration and maintenance of automated acquisitions and discovery processes for which the Collection Support Unit is responsible, including vendor-provided services and MARC record loading
• Participates in the maintenance of knowledgebase holdings relevant to the Unit’s orders
• Coordinates the creation and documentation of workflow procedures for all automated processes within the unit

ACCESS & DISCOVERY TROUBLESHOOTING
• Responds to and resolve print and electronic resource administration, access, and discovery issues in a timely manner via ticket system, email, and direct communication, in consultation with library staff and service providers
- Establishes and maintains administrative accounts for electronic resource platforms and vendor databases in order to manage content, oversees customizations, and retrieve reports.

Other Duties
- Provides service to the Library, University, State, and/or Profession, as appropriate or as assigned
- Pursues professional education and training opportunities, as appropriate or as assigned
- Performed other duties as assigned

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

Preferred:
- Experience with acquisitions functions in an academic library
- In-depth knowledge of firm, approval, and use-driven acquisitions methods
- Experience liaising with library subject specialists and vendors
- Experience with using Integrated Library Systems (ILS) and e-resource management and discovery systems
- Knowledge of cataloging and metadata principles, especially experience with batch loading of MARC records
- Experience creating reports and generating statistics
- Experience with budget management and basic fiscal operations
- Ability to establish priorities, assign tasks, and ensure proper completion of tasks
- Experience performing complex problem-solving related to library technical services
- Demonstrated ability to communicate effectively in verbal and written formats
- Experience using Microsoft Office, particularly Excel and/or Access
- Experience working in a team environment and collaborative project management
- Customer service experience
- Familiarity with issues and trends concerning the academic e-book market
- Commitment to contributing to a respectful and caring community for all, including individuals of diverse backgrounds, experiences, races, ethnicities, gender, sexual orientation, 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 (Print & Media; 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; 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

The Foundation for The Gator Nation
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Apply by July 15, 2019 (applications will be reviewed as received). Submit all application materials through the Jobs at UF online application system at Requisition 511296. 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.

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.