POSITION VACANCY ANNOUNCEMENT

POSITION: Public Services Facilitator (Library Assistant 3)

REPORTS TO: Chair, Marston Science Library

SALARY: $14.93 hourly; Actual rate will reflect experience and credentials

REQUISITION #: 509142

DEADLINE DATE: November 13, 2018 – applications will be reviewed as received

JOB SUMMARY
The Public Services Facilitator plays a key role in the George A. Smathers Libraries’ (Libraries) public services as well as branch operations and building management for the Marston Science Library (MSL). In the realm of public services, this position is responsible for Ask A Librarian, Florida’s virtual reference service, for 5 branch libraries. Duties require interacting with 50+ library staff on a regular basis to provide troubleshooting support, technical training, and management of chat reference scheduling. Serves as the Libraries’ representative at the state level.

Public service and collection responsibilities include serving as the circulation supervisor during assigned desk shifts; serving as the facilitator of the MSL Ask A Librarian service; in addition to providing support for MSL social media and marketing efforts.

In the area of branch operations the Public Services Facilitator serves as a contact for patrons of MSL, and provides broad administrative support for all 23 employees affiliated with the branch and assists with monitoring branch facilities.

RESPONSIBILITIES
Chat Reference Service Coordination
• Coordinates Ask A Librarian services for 5 branch libraries and works with Smathers library staff, as well as with the Tampa Bay Library Consortium, to deliver consistent Ask A Librarian services to a diverse patron population.
• Formulates procedures and policies and trains and provides support to 50+ staff regarding service. Responds to and communicates technical and staffing issues, questions and staff concerns.
• Maintains knowledge of technology and coordinates the implementation of technology changes (e.g., widget implementation) in support of increased access to Ask A Librarian services.
• Creates and updates the master schedules for the Ask A service. Communicates with employees regarding changes in scheduling.
• Keeps abreast of current best practices and, along with scheduling on a daily basis, monitors and trains participants as needed.
• Promotes the Ask A service within the libraries, including publicizing hours of service, holidays, etc., on the Libraries’ homepage and widget. Works closely with MSL Chair and Senior Associate Dean of Scholarly Resources and Services to maintain efficient service at all libraries. Provides data on a quarterly basis to chair in order to implement data-informed service changes.
• Provides interdepartmental support and meets with other facilitators at the state level.
• Creates the schedule for the MSL portion of the Ask A Librarian service on a semester basis.

Building Management and Public Services
• Serves as a central resource for all employees and visitors to MSL, maintaining knowledge of MSL facilities, events, and personnel. As appropriate, resolves or refers any complaints in a positive and customer service-oriented manner.
• Advises Library Facilities and/or IT of any environmental, telecommunications, or fire safety issues. Liaises with Custodial Services, other UF Facilities units, and Library Facilities to keep MSL facilities in working order. Central branch contact for phone system, printer, fax, and copier maintenance.
• Supervises community service workers assigned to MSL and signs off on related paperwork. Schedules work and coordinates with supervisors in each area on assigning duties. Coordinates with Human Resources to complete required paperwork.
• Gathers and compiles data for reports required by Chair and Associate Chair. Collects and maintains collection statistics for use in reporting and planning activities, gate counts, and extended hours.
• Creates, populates, and manages the reference station master schedule and trades calendar for the MSL service desk. This involves coordinating with employees. Revises these schedules on an as needed basis, including extended hours during exam weeks.
• Opens the library two days per week. Functions as the circulation supervisor when on the service desk. Issues guest accounts and creates new accounts.
• Provides back-up reference and circulation service at the MSL service desk as well as online chat reference, as needed.

Social Media Support Services
• Serves as a member of the MSL Social Media Team, proposing social media content that engages with students, faculty, and staff.
• Assists MSL staff with marketing workshops and events through creating and distributing signage, handouts, and other promotional activities.
• Creates and publishes relevant, original, social media content related to MSL services, collections, and people.
• Works closely with the MSL Social Media Team to support social listening and participates in Library-wide social media team meetings.
• Stays up-to-date on current technologies and trends in social media and their applications.

Other Duties as Assigned
• Serves on MSL, Library, and state-wide committees as appropriate.
• Participates in workshops and classes to upgrade technology and other job related skills.
• Participates in special projects conducted by the Access Services and Collections unit to help maintain the integrity of the online catalog and the electronic and physical collections, particularly reference.
• Other MSL special projects as needed and other duties as assigned.

QUALIFICATIONS
Required:
High School diploma or GED and 4 years of library or related clerical / customer service experience; or a Bachelors degree and one year of library or related clerical / customer service experience.

Preferred:
• Excellent communication skills orally and in writing
• Record of establishing and maintaining effective working relationships with patrons, co-workers, and UF
- Ability to train library staff on provision of chat reference service
- Excellent organizational skills and ability to multitask
- Detail oriented
- Social media skills and experience
- Ability to work with minimal supervision
- Ability to work collaboratively to accomplish goals
- Flexibility, and ability to adapt and work in a rapidly changing academic environment
- Basic computer skills and experience with Microsoft Word, Excel, and Outlook.
- Knowledge of web-based technology (i.e. Trello, Basecamp, LibGuides)
- Knowledge of graphic design software (i.e., Canva, Adobe Photoshop, etc.)
- Knowledge of student employment rules and payroll procedures.
- Knowledge of reference resources
- Knowledge of circulation procedures and policies and library management system functions associated with circulation

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 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.

MARSTON SCIENCE LIBRARY
The Marston Science Library (MSL), named for Robert Q. Marston, the seventh president of the University of Florida, houses collections in agriculture, life sciences, engineering, physical sciences, mathematics and earth sciences. MSL boasts an energetic and diverse team of 12 library faculty and 11
staff that support a highly collaborative environment offering an array of services, including 3-D printing and scanning, GIS, and data management support. The library’s various study spaces can accommodate over 2,000 students and includes labs designed to provide learners the opportunity to create virtual reality applications, analyze large research datasets, or develop collaborative projects.

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 November 13, 2018 (applications will be reviewed as received). Submit all application materials through the Jobs at UF online application system at Requisition 509142. 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.