POSITION VACANCY ANNOUNCEMENT

POSITION TITLE: Evening Circulation Supervisor

CLASSIFICATION: Library Associate 1

REPORTS TO: Head of Access Services, Health Science Center Library

SALARY: $37,254; Actual salary will reflect selected professional’s experience and credentials

JOB NUMBER: 517947

DEADLINE DATE: September 10, 2021 - applications will be reviewed as received

JOB SUMMARY

Services provided by Health Science Center Library Access Services departmental staff are the most visible and noticeable services provided in the libraries. They have substantial contact with library users and perform behind-the-scenes tasks that impact the user’s ability to successfully access library materials. These employees staff a single service desk where patrons check out and return materials such as books, journals, lockers, study rooms, etc. They also provide basic reference services to patrons who come to the library and over the phone. In addition, the staff are responsible for stack maintenance; that comprises re-shelving the library materials, shelf reading and shifting of the collection. The person in this position supervises the evening electronic course reserves coordinator, and provides back up as needed. The person in this position is the Evening/ Sunday supervisor and manages weekend/Sunday OPS staff.

To support all students, staff 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

ACCESS SERVICES — CIRCULATION - GENERAL OPERATION

• Oversees all activities, projects, and workflow in the Health Science Center Library’s Circulation and Course Reserves Unit during evening and Sunday hours
• Serves as the lead worker in the evenings and on Sundays
• Ensures the library is closed and secure Sunday through Thursday evenings
• Monitors library building security for patrons and staff after 4 PM Monday-Thursday and on Sundays. Responds when the security gate alarm goes off. Secures emergency exit doors. Contacts University Police when necessary. Reports problems and emergencies to University Police and Library Administration.
• Submits help-desk tickets using the Libraries’ Grover Ticket System, requesting assistance with equipment, IT services, permissions, hardware, facilities, purchasing, etc.
• Submit help-tickets to UF IT to assist with hardware and software issues with the public computers.
• Submit help-tickets to UF IT to assist with issues with public printing.
• Supervises the e-reserves coordinator and may perform activities in this area. With the e-reserves coordinator, writes, interprets, and applies e-reserves policies and procedures
• Covers duties of Library Assistant 3 when they are absent
• With the Circulation Coordinator writes or updates documentation for Access services Unit manual policies and procedures for Circulation/Stack maintenance

ACCESS SERVICES – INFORMATION DESK
• Staffs the Information Desk in the evenings and on Sundays. As a desk assistant, this person must interact pleasantly with library users and staff at all times in the performance of job duties
• Specific duties vary, but usually involve: checking in and out of library materials, course reserve materials, study rooms keys, iPads, etc.; answering directional and routine patron questions on the phone and in person
• Retrieves books from outside book drops in the absence of other staff and student assistants
• Handles complaints/suggestions from patrons at the Desk, referring patrons to other units when appropriate
• Assists patrons with 3D printing and troubleshoots issues with public computers, photocopiers/printers, and scanners
• Provides basic reference services to library users. Refers “beyond-basic” queries appropriately to reference librarians
• Assists patrons with remote access to the library’s electronic resources via EZ Proxy or VPN
• Creates temporary Gatorlink accounts
• Creates and/or updates library patron records as needed. Must certify annually FERPA and Privacy of student records to continue needed access to the Registrar/PeopleSoft student records system for confirmation of student records in the library database
• Assists users in physically locating library materials and with using the libraries networked electronic resources, online catalogs, and basic reference materials and methods
• Handles items in the HSC Library’s lost and found. This usually involves logging in and tagging/bagging items turned in at the Information Desk or retrieving items and releasing them to their original owner.
• Communicates library policies and procedures to patrons
• Communicates changes to Policy and Procedures or pertinent news updates to all Access Services staff and OPS and student workers who work Sunday and evenings

ACCESS SERVICES – CIRCULATION – SUPERVISION/PERSONNEL
• Trains full time staff that work evening and Sunday hours, including specialized training of the e-reserves coordinator
• Participates in team-based supervision of all student assistants that work during evening and Sunday hours
• Participates in team-based training of all student assistants that work during evening and Sunday hours
• In conjunction with other Access Services supervisors and department coordinator, assists with hiring, scheduling, and evaluation of all student assistants that work during evening and Sunday hours
• Approves payable time in PeopleSoft Time & Labor module for evening and Sunday hours worked by staff and student assistants

STACK MAINTENANCE
• Picks up, sorts and shelves all types of library materials, including books, journals, etc.
• Performs shelf-reading assignment daily
• Shifts library collection (move the collection from one floor to another) as needed. Shifting may include moving book trucks (weighing up to 450 lbs.) and moving materials (books, bound journals, and other
items that weigh between 1-25 lbs.) from one shelf to another and/or from one floor to another.

- Participates in weeding projects with other departments in the HSCL, removes materials from shelves and delivers them to appropriate staff for further processing
- Processes minor book repairs, such as replacing faded/damaged spine labels
- Processes search request forms for missing library materials

Other Duties
Participates in special projects and performs other duties as assigned. Serves on committees as appointed
Participates in staff development opportunities.

QUALIFICATIONS
We value a range of experience and perspectives. Applicants are encouraged to communicate in their application materials and subsequent interview conversations how their work and other experiences satisfy the following qualifications in ways that may not be obvious.

Minimum Requirements:
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:
- 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
- Strong verbal and written communication skills
- Ability to interact pleasantly and effectively with co-workers and customers
- Ability to work collaboratively to accomplish goals in a team environment
- Ability to work independently, to make decisions and handle unexpected or emergency situations
- Initiative, flexibility and the ability to adapt and work in a complex, rapidly changing academic environment
- Strong customer service experience and ability to maintain same
- Strong attention to detail
- Ability to plan and organize work effectively and to assign priorities to tasks
- Ability to interpret call number schemes, retrieve items from the shelves and reshelve items
- Ability to learn Circulation and Alma services, practices, and resources in a reasonable amount of time
- Ability to learn electronic reserves services, practices, and resources in a reasonable amount of time
- Knowledge of all applicable library, circulation, reserves, and reference policies and procedures
- Familiarity of and ability to function with the Libraries online catalog as an end-user
- Experience with simple editing and correcting item records in the Libraries’ online catalog
- Strong computer skills, ability to use various software

THE UNIVERSITY OF FLORIDA
The University of Florida (UF) is the state of Florida’s preeminent 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 is currently sixth among “Top Public Universities” in the U.S. News and World Report and second among Forbes “Best Value Public Colleges (2016). UF has a long history of established programs in international education, research, and service. It is one of only 17 public, land-grant universities that belong to the Association of American Universities. At UF we have some of the top faculty in the country. In addition to attracting over $900 million in research each year, they foster the uniquely collaborative environment that transforms potential into actual results. 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. The University of Florida seeks to address key challenges of our time, from COVID-19 to racism. For more information, please consult the UF homepage.
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 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. 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 and Intellectual Freedom Statements.

HEALTH SCIENCE CENTER LIBRARIES
The Health Science Center (HSC) Libraries constitute one of the largest health sciences library systems in the Southeast. With libraries located in Gainesville and on the University of Florida Health Science Center Jacksonville campus (Borland Library), the HSC Libraries provide services and programs to support UF Health, which includes the Colleges of Dentistry, Medicine, Nursing, Pharmacy, Public Health and Health Professions, and Veterinary Medicine, as well as the Clinical and Translational Science Institute; the Emerging Pathogens Institute; the Genetics Institute; the Institute on Aging; the Institute for Child and Health Policy; and the McKnight Brain Institute.

GAINESVILLE COMMUNITY
Gainesville and the surrounding community is home to approximately 257,000 people and both the University of Florida and Santa Fe College. The city is surrounded by more than 40 nature parks, including many spring-fed lakes and rivers, with many paved and unpaved trails for recreation. The city is just over an hour from the Gulf of Mexico and the Atlantic Ocean. Gainesville is 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 the reasons for calling Gainesville your next home. The City of Gainesville is a progressive municipality that seeks to promote racial equity. 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!

AFFIRMATIVE ACTION/EQUAL EMPLOYMENT OPPORTUNITY
The University of Florida is committed to non-discrimination with respect to race, creed, color, religion, age, disability, sex, sexual orientation, gender identity and expression, marital status, national origin, political opinions or affiliations, genetic information, and veteran status in all aspects of employment including recruitment, hiring, promotions, transfers, discipline, terminations, wage and salary administration, benefits, and training. We are dedicated to the goal of building a broadly diverse and inclusive faculty and staff within a culturally diverse and pluralistic environment; we invite all qualified applicants including women, members of underrepresented groups, individuals with disabilities, and veterans. The University of Florida is a public institution and subject to all requirement under the Florida Sunshine and Public Records laws.

If an accommodation due to a hearing or speech disability is needed to apply for this position, please call 352-392-2477 or the Florida Relay System at 800-955-8771 (TDD).
BENEFITS
University benefits for this position include retirement plan options, insurance benefits, paid family leave (parental and medical), tuition fee waiver program, and employee assistance program, as well as paid time off and holidays. Gainesville, Florida, has no state or local income tax. The UF Screen, Test & Protect Program provides guidelines and resources related to COVID-19.

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 September 10, 2021, applications will be reviewed as received. Submit all application materials through the Jobs at UF online application system at Job No. 517947. 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.