

POSITION VACANCY ANNOUNCEMENT

POSITION TITLE: Public Service Facilitator

CLASSIFICATION: Library Associate 1

REPORTS TO: Associate Dean of Academic Support Services and Chair, Marston Science Library

SALARY: \$45,097 minimum salary; The Smathers Libraries offer a salary commensurate with experience and credentials.

The University of Florida offers a competitive benefits package including health, retirement, paid time off, discount programs, professional development and worklife support. [Learn more.](#)

JOB NUMBER: ([Apply online](#))

DEADLINE DATE: **EXTENDED** - March 25, 2024 - applications will be reviewed as received.

JOB SUMMARY

The Public Services Facilitator manages George A. Smathers Libraries' (Libraries) state-wide participation in Ask A Librarian (AAL), Florida's virtual reference service through the Tampa Bay Library Consortium (TBLC) and the busiest library chat service in the state system (with more than 12,000 questions per year). Duties require developing public service policies, designing and implementing trainings and related documentation, and interacting with and communicating frequent updates to library staff located across the Smathers Libraries. This position provides troubleshooting support, technical assistance, and management of chat reference scheduling. This position serves as the Libraries' representative with the state-wide consortium, requesting analytics and liaising when technical or policy issues arise. Within the Libraries, this position coordinates the annual Fall Fest event for the Smathers Libraries, leading the design and implementation of this campus-wide event.

This position also serves plays a key role in student engagement within the Marston Science Library (MSL). This position leads the MSL Student Engagement Team, developing and facilitating student engagement and outreach activities in MSL throughout the semester. Additional responsibilities include serving as the circulation supervisor during assigned desk shifts.

Lastly, this position serves as a central resource for all employees and visitors to MSL, maintaining knowledge of MSL facilities, events, and personnel and provides broad administrative support for 28 MSL employees. Serves on a small team of Building Emergency Coordinators and communicates branch operations and building management issues to UF and Library Facilities units for the Marston Science Library (MSL).

RESPONSIBILITIES

Chat Reference Service Coordination

- Coordinates Ask A Librarian (AAL) services for 6 branch libraries and across more than 65 Smathers employees. Works with Smathers library staff, as well as with the Tampa Bay Library Consortium, to deliver consistent AAL services to a diverse patron population.
- Develops and conducts trainings for new library employees and formulates procedures and policies regarding service changes.
- Manages the AAL teams channel and email list, responding to and communicating technical and staffing issues, questions and staff concerns. Addresses complex patron interactions and supports staff in challenging situations. Communicates with library employees, or unit heads when necessary, when staffing or service issues need to be addressed.
- Maintains knowledge of technology and coordinates the implementation of technology changes (e.g., widget implementation) in support of increased access to AAL services.
- Creates and updates three times a year the master schedules for the AAL 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 Associate Dean and MSL Chair and Senior Associate Dean of Scholarly Resources and Services to maintain efficient service at all libraries and presents annually at the Branch Chairs meeting.
- Provides data on a quarterly basis to chair in order to implement data-informed service changes. Periodically analyzes usage and transcript data to propose and implement changes in staffing, policy or service issues.
- Provides interdepartmental support and meets with other facilitators at the state level.
- Creates the schedule for the MSL portion of the AAL service on a semester basis.

Building Management

- Serves as a central resource for the MSL building, maintaining knowledge of MSL facilities, events, and personnel. As appropriate, resolves or refers any complaints in a positive and customer service-oriented manner.
- Serves as MSL's Building Emergency Coordinator and 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.
- Liaises to Starbucks regarding building security, sanitation, and adherence to building policies.
- Helps monitor library equipment and facilities within Marston; documents and responds to problems by submitting online service requests and following through on completion of work orders.
- Updates/informs circulation staff and branch coordinators of incidents or events that may have occurred during shift.

Student Engagement & Marketing Support Services

- Serves on the Smathers Fall Fest Working Group, supporting design and implementation of this well-attended, campus-wide event.
- Leads the MSL Student Engagement Team, proposing activities and events that engage with students, faculty, and staff.
- Assists MSL staff with marketing workshops and events through creating and distributing signage, handouts, and other promotional activities.

MSL Public Services

- Serves as circulation supervisor during desk shifts. Opens the library on assigned days. Provides service to library patrons at the circulation and reference stations of the Marston Science Library Service Desk.
- Assists patrons with questions about circulation and library policies; loans & returns materials to patrons; creates or updates item records for library materials to allow for circulation, assists patrons in submitting online appeals for the reversal or reduction of library charges; creates guest computer user accounts.
- Answers general directional & reference questions and provides referrals to patrons seeking research assistance.
- Assists faculty researchers and students at the reference desk to access resources and locate materials. This duty requires knowledge of web resources, as well the libraries' collections and databases.
- 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.

Other

- 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

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.

Required:

High School diploma or equivalent and five years of library, or relevant experience; or an Associate's degree and three years of relevant experience; or a Bachelor's degree and one year of relevant experience; or any equivalent combination of experience, training and/or education.

Preferred:

- Excellent communication skills orally and in writing
- Record of establishing and maintaining effective working relationships with patrons, co-workers, and UF partners
- Ability to train library staff on provision of chat reference service
- Excellent organizational skills and ability to multitask
- Detail oriented
- 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, Teams, Zoom, 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

MARSTON SCIENCE LIBRARY

The [Marston Science Library](#), 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. Marston has 23 employees who support a highly collaborative environment that offers an array of services, including 3-D printing and GIS support. The STEM librarians are subject liaisons to 6 colleges, 12 UF/IFAS Research and Educational Centers and 6 affiliated libraries located across the State of Florida. Marston has more than 2,000 seats and supports more than 2 million visitors each year, making it the busiest library on campus. Marston spearheads initiatives related to technology and accessibility and actively works to develop community partnerships, including STEM student organizations and K-12 youth off-campus.

UNIVERSITY OF FLORIDA LIBRARIES

The libraries at the University of Florida form the largest academic information resource system in the state of Florida with seven libraries and two off-campus facilities. The [George A. Smathers Libraries](#) are comprised of six campus libraries and off-site facilities. In addition to this system, the [Lawton Chiles Legal Information Center](#) is part of the Levin College of Law. The Libraries hold over 6.27 million print volumes, 1.5 million e-books, over 197,000 full-text journals, over 1000 electronic databases, 1.3 million documents, and 1.4 million maps and images. Distinctive holdings include the Isser and Rae Price Library of Judaica, Latin American and Caribbean Collection, Baldwin Library of Historical Children's Literature and the P.K. Yonge Library of Florida History. The Libraries maintain partnerships and participate 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](#). Support for professional development is central to the Smathers Libraries. Supports include a formal mentoring program, a robust training program, release time for research and professional service, a comprehensive grants program, and funding for professional development travel.

LIBRARIES LAND ACKNOWLEDGMENT

The Smathers Libraries acknowledge that the main (Gainesville) campus of the University of Florida is located in the ancestral territory of the Potano and later the Seminole peoples. The Smathers Libraries acknowledge its obligation to honor the past, present, and future Native residents and cultures of Florida.

THE UNIVERSITY OF FLORIDA

The University of Florida (UF) was named the #1 public university in the country by the Wall Street Journal in its "2024 Best Colleges in the US" report and is also currently among the "Top Ten Public Universities" in the U.S. News and World Report and seventh in Forbes "Colleges that Deliver a High Bang for Your Tuition Buck" (2023). The University of Florida (UF) is the state of Florida's preeminent university, as well as the state's oldest and most comprehensive university. UF is among the nation's most academically diverse public universities and is one of only 17 public, land-grant universities that belong to the [Association of American Universities](#). UF has 16 academic colleges offering a variety established programs for students seeking to earn undergraduate and graduate degrees. In addition to attracting over \$1.25 billion in research expenditures last year, UF Faculty foster a uniquely collaborative environment that transforms potential into actual results. UF is one of the largest universities in the nation, with more than 60,000 students. A snapshot of the [student body diversity statistics](#) is available online from UF Institutional Planning and Research. [Learn more about the University of Florida and what makes us great.](#)

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.

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, parental status, pregnancy, 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 University of Florida Human Resources or the Florida Relay System at 800-955-8771 (TDD).

GAINESVILLE COMMUNITY

Gainesville and the surrounding community are home to approximately 280,000 people and both the University of Florida and Santa Fe College. Beautiful natural areas, including many spring-fed lakes and rivers, are a boon for outdoor adventurers. Museums, music festivals, and major performing arts institutions round out the community's rich cultural heritage. 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 opportunities for participating in community athletics and is a haven for sports fans. Jacksonville, Orlando, Tampa, Tallahassee, and St. Augustine are all within a two-hour drive.

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 11:55 pm (EST) on March 25, 2024 (applications will be reviewed as received). Submit all application materials through the Jobs at UF online application system at Job Number [Job Number 530658](#). 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.