



ASSISTANT DIRECTOR OF PUBLIC SERVICES

JOHN BULOW CAMPBELL LIBRARY
POSITION DESCRIPTION

GENERAL DESCRIPTION: Responsibilities of the Assistant Director of Public Services, under the direction of the Director of Public Services, include management of the integrated library system, the circulation department, and its personnel. Additional responsibilities include interlibrary loan, print and electronic reserves, stacks maintenance, collection analysis and statistics, research support, and participation in regional and consortia circulation initiatives.

ESSENTIAL FUNCTIONS:

1. Sets the example of excellent customer service for all circulation staff and maintains high customer service standards and courteous conflict resolution with patrons.
2. Responsible for the Library's circulation (Koha) and interlibrary loan (World Share) systems.
3. Develops strategies to improve the library experience for students, faculty, and staff by capturing, analyzing, and assessing transactional and performance data from those systems (Koha and World Share).
4. Organizes and maintains course reserves.
5. Coordinates all Interlibrary Loan transactions – lending and borrowing.
6. Supervises the creation, maintenance, and assessment of Columbia's required booklists in cooperation with the Academic Affairs office.
7. Plans for and executes stacks management including inventory, weeding, shifting, and signage.
8. Schedules and manages staffing for more than 60 operational hours per week.
9. Interviews, trains, supervises, and evaluates the work of the public services staff (Evening Library Associates and Student Associates). Coordinates with Financial Aid and Human Resources for the hiring of student employees, including completing all hiring job descriptions and paperwork.
10. Oversees management of library copiers, public computers, and microfilm machine.
11. Coordinates deposits and financial transactions from the library systems with the Business Office.
12. Works flexible hours including nights and weekends.
13. Maintains off-hours communication as needed to effectively staff the library to provide circulation support for students and faculty.
14. Other duties as assigned.

NON-ESSENTIAL FUNCTIONS:

- Collaborates with the Director of Public Services on plans for and instructions of information orientations to library services (all degree programs, Center for Lifelong Learning events, alumni events, and new faculty/staff)
- Provides reference assistance, when necessary
- Works with the Director of Public Services on long range planning for the department

MINIMUM QUALIFICATIONS:

- Master of Library Science degree or equivalent from an ALA accredited program (or in process)
- Customer service experience

- Supervisory experience, with increasing levels of responsibility, in a library
- Excellent interpersonal communication skills
- Demonstrates accuracy and attention to detail
- Ability to work in an integrated library automation system
- Computer skills with database management, MS Office, and MS Excel

PREFERRED QUALIFICATIONS:

- Experience in an academic library
- Graduate degree in religion/theology

CLASSIFICATION:

- Full-time
- Exempt
- On-site only

PHYSICAL DEMANDS: Although physical limitations for this position can be accommodated, the job's physical demands can include but are not limited to intermittent sitting, standing, stooping, crouching, bending, crawling, walking, pushing, and lifting objects up to 40 lbs. Some night and weekend work, as needed. Work is performed in a library setting.

DISCLAIMER: The preceding job description has been designed to indicate the general nature and level of work employees perform within this classification. It is not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees for this job.

COLUMBIA THEOLOGICAL SEMINARY is an educational institution of the Presbyterian Church (USA), and a community of theological inquiry and formation committed to equity, diversity, and inclusion in the service of the Church of Jesus Christ. Established in the Reformed tradition, we embody an ecumenical spirit and welcome people of all denominational backgrounds.