

## **JOB DESCRIPTION**

Name	
Job Title	Librarian
Department	Li Ka Shing Library
Reports To (Job Title)	Manager, Library Analytics

### **SUMMARY**

The position is intended for a new MLIS (Master in Library and Information Science) graduate or someone close to completing his/her MLIS qualification. The position holder will work half-time in a home department, either Information Access & Resources or Learning & Information Services in order to develop expertise in a functional area, e.g. information literacy, research support, collection management, library management systems, etc. The remaining time is spent outside of the home department working as an entry-level librarian in each of the core departments, Library Technology & Innovation, Scholarly Communication and Course Support Services. He/She will also contribute to projects that support the library's strategic initiatives.

### **SCOPE**

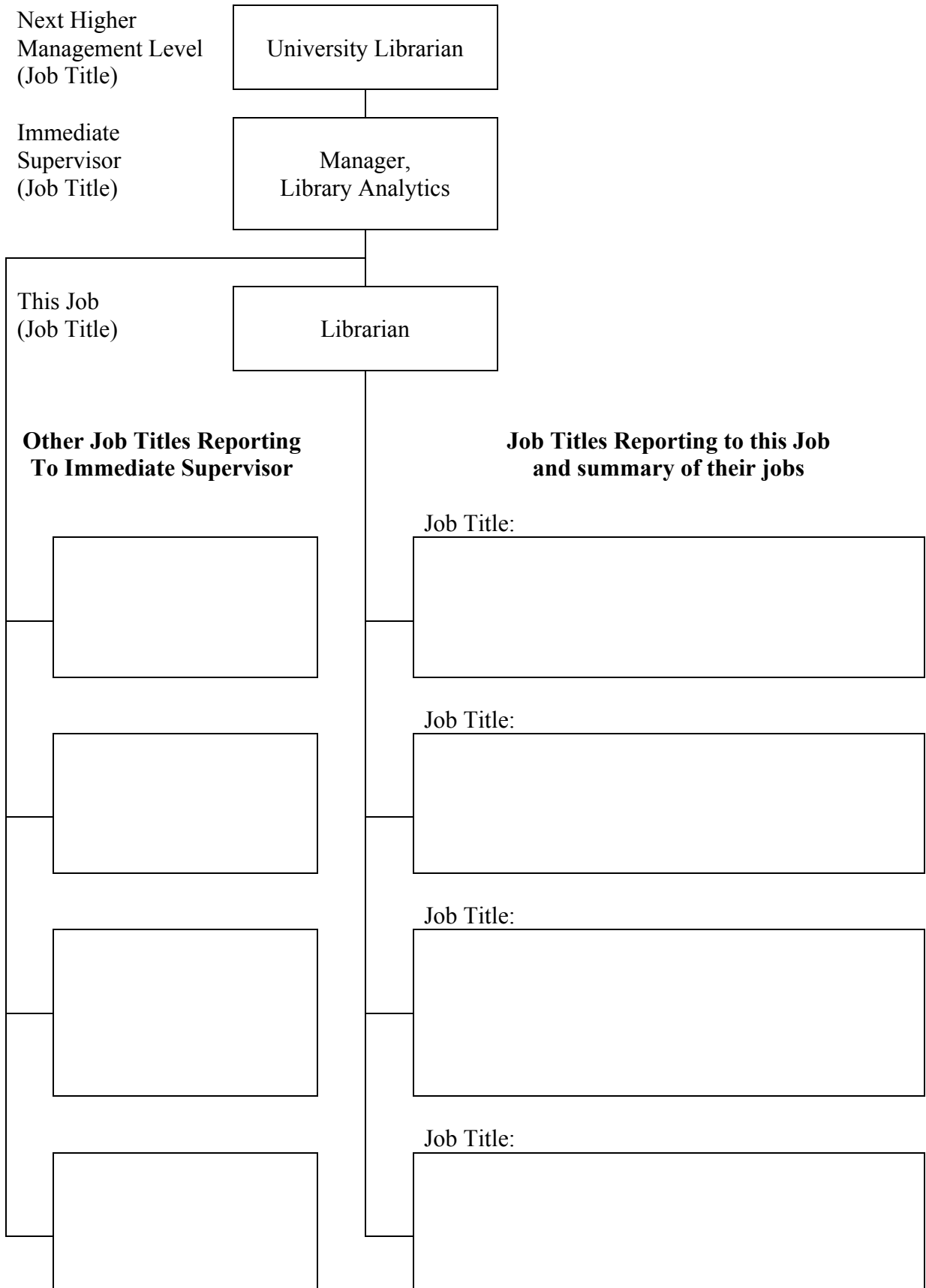
To support learning, discovery and engagement at the Singapore Management University through the delivery of a range of services designed to maximize the benefits of relevant scholarly information resources. Librarians will be assigned to one of the two services: Information Access and Resources or Learning and Information Services depending on the Library's requirements and the individual's skills and knowledge. Librarians will be required to assist in other library services at various peak times.

**PRINCIPAL ACCOUNTABILITIES**

1. Undertake the full range of service team activities, which may include lending and materials handling, information services, information literacy activities, research support, collection management and cataloging.
2. Provide effective customer service to internal and external clients, including participation at service points either face to face or online
3. Contribute to service improvement through the review of policies, procedures and continuous improvement of services and processes
4. Participate in library wide service and projects
5. Observe, communicate and promote the Library's and the University's policies and procedures
6. Maintain a portfolio of evidence, self-reflection and feedback

**ORGANISATION CHART**

*Please state all others reporting to the immediate Supervisor of this job. Please also state the direct reports of this job and the summary of these jobs.*



**CRITICAL SKILLS AND JOB COMPLEXITY****Knowledge and Skills**

*Describe the knowledge and skills necessary to perform this job.*

- MLS degree from an accredited program, within the last year or close to graduation
- Commitment to a career in librarianship
- Basic knowledge of library functions and processes with the ability to advise or recommend continuous improvement solutions
- Knowledge and skills in statistical analysis
- Demonstrated leadership potential, which may include evidence of leadership in a voluntary or educational organizations
- Ability to manage front line client service environments and respond professionally and sensitively to users from a range of backgrounds
- Ability to be flexible and adaptable and contribute to a diverse team of staff in a dynamic environment
- Demonstrated ability to analyze data and solve complex problems logically, systematically and creatively
- Other competencies include accountability, clear communication, critical thinking, creativity, valuing diversity and working in a team

**Contact**

*Describe the purpose and nature of the main internal and external contacts (other than with the immediate Supervisor and Subordinates) necessary to perform this job.*

- (a) Internal contacts:  
SMU staff, faculty and students to support their needs to access and use information electronically and to provide the necessary training on the use of library applications and to manage the systems implemented.
- (b) External contacts:  
To coordinate and liaise with external vendors and partners on the various applications / systems implemented such as LMS, RFID or vendors for library materials, e.g. books, AV, journals

**Decision Making**

*Describe the type of decisions made alone, those on which the Supervisor must be consulted, those referred to a higher level, and job procedures to be followed.*

**Decisions made on his/her own:**

Reporting on internal and external process and service performance and evaluation  
Resolution of problems related to process and service performance

**Those which supervisors must be consulted:**

Any requests that involve cost  
Supervisors need to sign off on policy

**Those referred to higher authority:**

Implementation of changes to policies

<p><b><u>Problem Solving</u></b>  <i>Describe the most difficult and complex parts of this job and other significant features not covered elsewhere.</i></p> <p>Librarians are required to handle a range of issues and situations with discretion and sensitivity and exercise judgment within a strong user focused environment. They resolve client enquiries through sound problem solving, decision making, judgment, effective communication and use of relevant information, systems and tools.</p>			
<p><b><u>GENERAL</u></b>  <i>Describe anything else of significance about this job or the environment in which this job functions, which is not covered in this description.</i></p> <p>Librarians must be able to provide specified services that support the University’s teaching and research programs. They must develop a working knowledge of the programs and services offered by the University and, in particular, the library. Working knowledge of library policies and ability to sensitively explain and apply these is also required.</p>			
Signature of Job Holder		Date	

**For Official Use:**

Approved by HR	
Date	
Approved by HOD	
Date	