

JOB DESCRIPTION

Name	
Job Title	Library Specialist, Information Access & Resources (Part-time)
Job Grade	
Department	Li Ka Shing Library
Reports To (Job Title)	Senior Manager

SUMMARY

The job of Library Specialist within the Information Access & Resources team supports the management and provision of library resources in all formats. This position works with team members to ensure, through continuous improvement methods, that effective and efficient access to library resources are available to the growing population of SMU staff, students and members to meet their educational, teaching and research information needs. Library resources include books, e-books, journals, databases, course reserve materials and media resources. This position also requires the individual to serve as the first line of contact at the customer services desk to provide excellent service to the SMU community.

SCOPE

Indicate the financial statistics, staff, volume, controllable budget, etc for this job

The holder of this position manages increasingly complex library operations including facilitating selection, purchasing, licensing, receiving, claiming, processing, copy cataloging, and enabling access and delivery of resources via either vendors' administration systems or library's integrated library management system. The position also helps with bibliographic management of materials, allowing users to accurately know what the library owns

Desk services are an integral part of this job. At the customer service desk, an average number of customer enquiries are responded to annually. This position also requires supervision of student helpers.

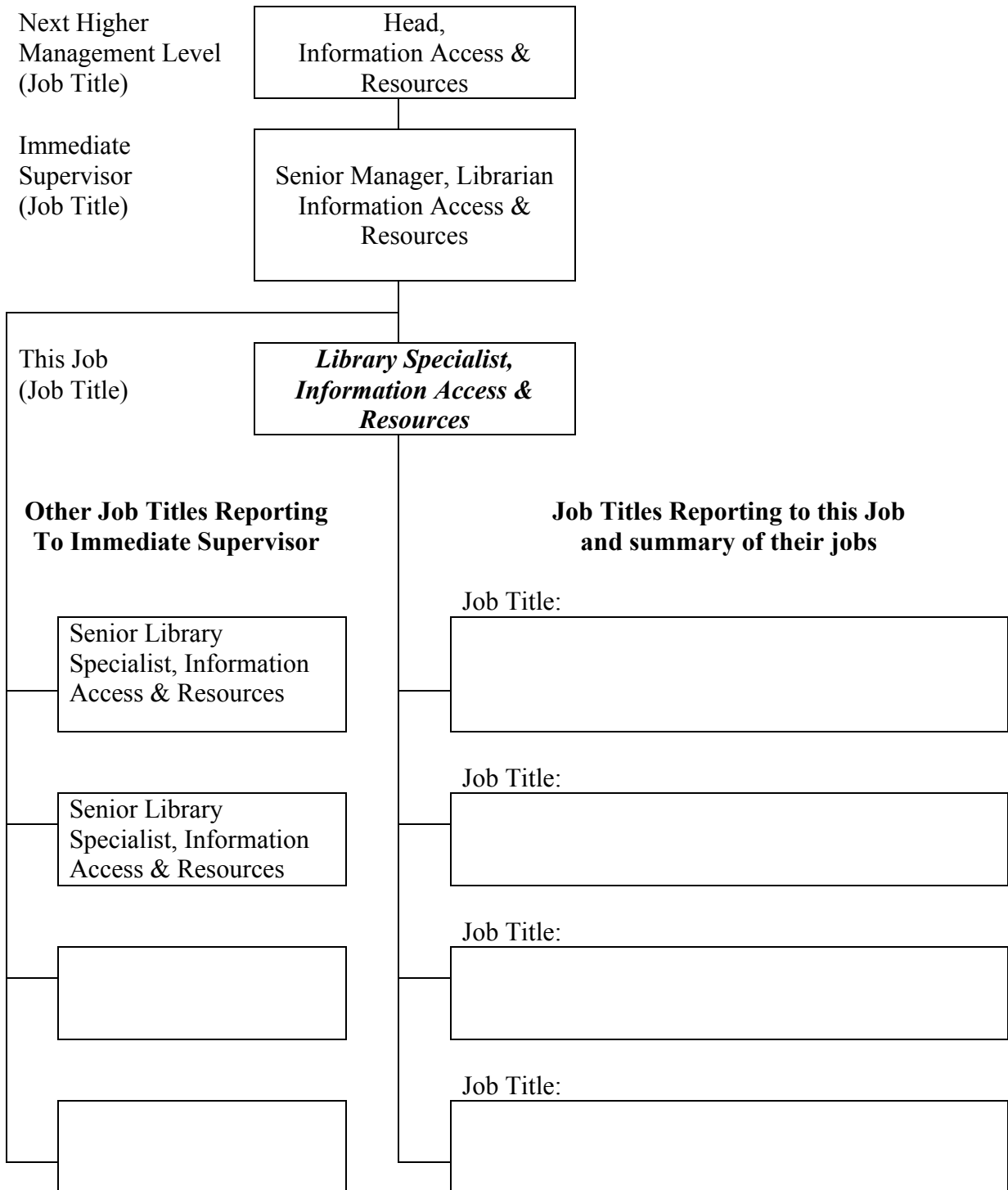
PRINCIPAL ACCOUNTABILITIES

Describe the principal accountabilities of this job.

1. Manage the various processes necessary to acquire and facilitate delivery and/or access to resources including. Processes include facilitating selection, purchasing, licensing, receiving, claiming, processing, cataloging and enabling access and delivery of resources.
2. Facilitate the collation and compilation of a variety of statistical data for key performance indicators
3. Assist in streamlining workflow and determining priorities for better efficiency and effectiveness
4. Assist in the updating of procedure manual to maintain consistency in procedures and service levels
5. Collaborate actively in the development and implementation of new services by using new technology
6. Monitor and ensure accuracy and consistency of information in all records
7. Help in recruiting, mentoring and supervising student helpers
8. Collaborate with team members in the development and effective use of the Millennium System (Integrated Library Management System)
9. Perform Customer Service Desk duties including:
 - Attend to loans and reservations by library users
 - Respond to walk-in enquiries and enquiries received via email and telephone
 - Provide support for interlibrary loan and document delivery services
10. Conduct orientation tours and co-training programmes
11. Any other tasks as assigned

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.

1. Library diploma holder with 2 years relevant experience or undergraduate degree
2. Ability to search, interpret and edit MARC records
3. Information search skills
4. IT capability (knowledge of Integrated Library Management System, MS Office and vendor applications)
5. Willingness to learn and utilize continuous improvement methods
6. Customer service oriented
7. Excellent communication (written & spoken) and interpersonal skills
8. Ability to work independently on multiple tasks
9. Ability to work positively and productively with diverse agencies in an environment of rapid change
10. Ability to develop and maintain relations with faculty, staff and students
11. Able to work as a member of a team
12. Organized, meticulous and responsible

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 students, faculty and staff to meet their information needs and teaching requirements
Finance Office for invoice payment
- (b) External contacts:
External members of Library to meet their information needs
Visitors to the customer service desk and on library tours
Vendors/donors for library materials, e.g. books, AV, journals, etc.

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 her/his own:

- Sourcing of materials
- Selection of vendor best able to provide/deliver materials
- Interpreting of records from a database of millions of items
- Provision of information on library materials
- Response to enquiries received while at the customer service desk

Those which supervisors must be consulted:

- Recommendation and implementation of changes to workflow
- Granting of exceptions from standard policies, procedures and guidelines
- Management of difficult customer situations
- Resolution of problematic issues on purchasing of library materials
- Reporting of vendor performance and evaluation

Those referred to higher authority:

- Implementation of changes to policies
- Management of issues around copyright policies and license agreements

Job Title: Library Specialist, IAR (PT)

Problem Solving

Describe the most difficult and complex parts of this job and other significant features not covered elsewhere.

Resources need to be sourced in a timely manner, taking into consideration delivery speed, reliability and availability vis a vis cost/discount.

Ability to be flexible and handle changing work processes and policies.

Facing difficult customers and handling different requests daily.

GENERAL

Describe anything else of significance about this job or the environment in which this job functions, which is not covered in this description.

Library resources (electronic and print) are critical for a good, solid university education and informed research. The resources are needed by the entire SMU community and support the core business of the university. In addition to the importance of this function, this job also requires someone who has a sharp eye for detail for both data input and analysis and the ability to work with complex library systems.

Signature of Job Holder

Date

For Official Use:

Approved by HR	
Date	
Approved by HOD	
Date	