Senior Library Specialist, Information Access & Resources

Applications are invited for appointment as Senior Library Specialist in the Li Ka Shing Library, Singapore Management University.

We are seeking an enthusiastic, innovative and experienced professional to support the management and provision of library resources in all formats. This position works with team members to ensure, through business process 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.

Requirements
1. Library diploma holder with 5 years relevant experience or undergraduate degree
2. Ability to search and interpret OPAC 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 business process improvement methods
6. Customer service oriented

Responsibilities
1. Manage the various processes necessary to acquire and facilitate delivery and/or access to resources, both print and electronic. 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. Collaborate actively in the development and implementation of new services by using new technology
5. Perform Customer Service Desk duties

How to Apply
Interested applicants, please email your resumes with a covering letter to libjob@smu.edu.sg. The covering letter must state the applicants’ responses to the selection criteria. Only short-listed candidates will be contacted.