



Libraries

Coordinator, Access Services, SMU Libraries

Applications are invited for the appointment of Coordinator, Access Services at SMU Libraries (Singapore Management University).

We are seeking an enthusiastic, innovative and experienced professional to join our team. The position holder will coordinate a cross-departmental team of library specialists and student library assistants in the delivery of a wide range of access services, including provision of professional expertise, delivering enquiry service to patrons, supporting reading list services, and facilitating access to collections, both print and electronic.

Minimum Requirements

1. Library diploma holder with 2 years relevant experience or undergraduate degree Information search skills
2. IT capability (knowledge of Integrated Library Management System, MS Office and vendor applications)
3. Willingness to learn and utilize continuous improvement methods
4. Customer service orientation
5. Excellent communication (written & spoken) and interpersonal skills
6. Ability to work independently on multiple tasks
7. Ability to work positively and productively with diverse agencies in an environment of rapid change
8. Ability to develop and maintain relations with faculty, staff and students
9. Collaboration and teamwork

Responsibilities

1. Maintain the Libraries' single Desk roster and ensure high quality service levels both at Li Ka Shing and Kwa Geok Choo Law Libraries.
2. Administer the reading list service to support the teaching and learning needs of the SMU Community.
3. Liaise with University stakeholders (Office of the Registrar, Student Services and Finance) in management of student data, collection of membership fees and fines
4. Support the fulfilment functions of the library management system and maintain technical knowledge as related to library policies
5. Proactively identify areas of continuous improvement in services related to fulfilment, course reserves, interlibrary loans.
6. Monitor the Libraries' performance in access services using data to inform improvement efforts
7. Ensure currency and relevancy of training plans to build competencies of staff to continuously improve service levels

More details on the position is available at:

https://library.smu.edu.sg/sites/library.smu.edu.sg/files/library/pdf/CareerAd/JD_Coordinator_Access%20Services_16Dec2019.pdf

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.