

## **JOB DESCRIPTION**

Name	
Job Title	Library Specialist, Information Access & Resources
Job Grade	
Department	SMU Libraries
Reports To (Job Title)	Assistant Director, Electronic Resources, Licensing and Subscriptions Librarian

### **SUMMARY**

The position holder is expected to support the provision of library resources in all formats. This position works with team members across Li Ka Shing (LKS) and Kwa Geok Choo Law (KGCL) libraries to ensure, through continuous improvement methods, that effective and efficient access to library resources are available to the SMU community. Library resources include books, e-books, media, journals, databases, and course reserve materials. This position also requires the individual to serve as the first line of contact at either service desks providing excellent service to the SMU community.

### **SCOPE**

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

The position holder supports library operations including facilitating the purchasing, receiving, claiming, processing, copy cataloging, loose leaf filing, shelving and shelf reading, reading lists, course packs and enabling access and delivery of resources via either vendors' administration systems or library's integrated library management system.

Desk services are an integral part of this job, providing fulfillment services and responding to enquires. This position also requires supervision of student helpers.

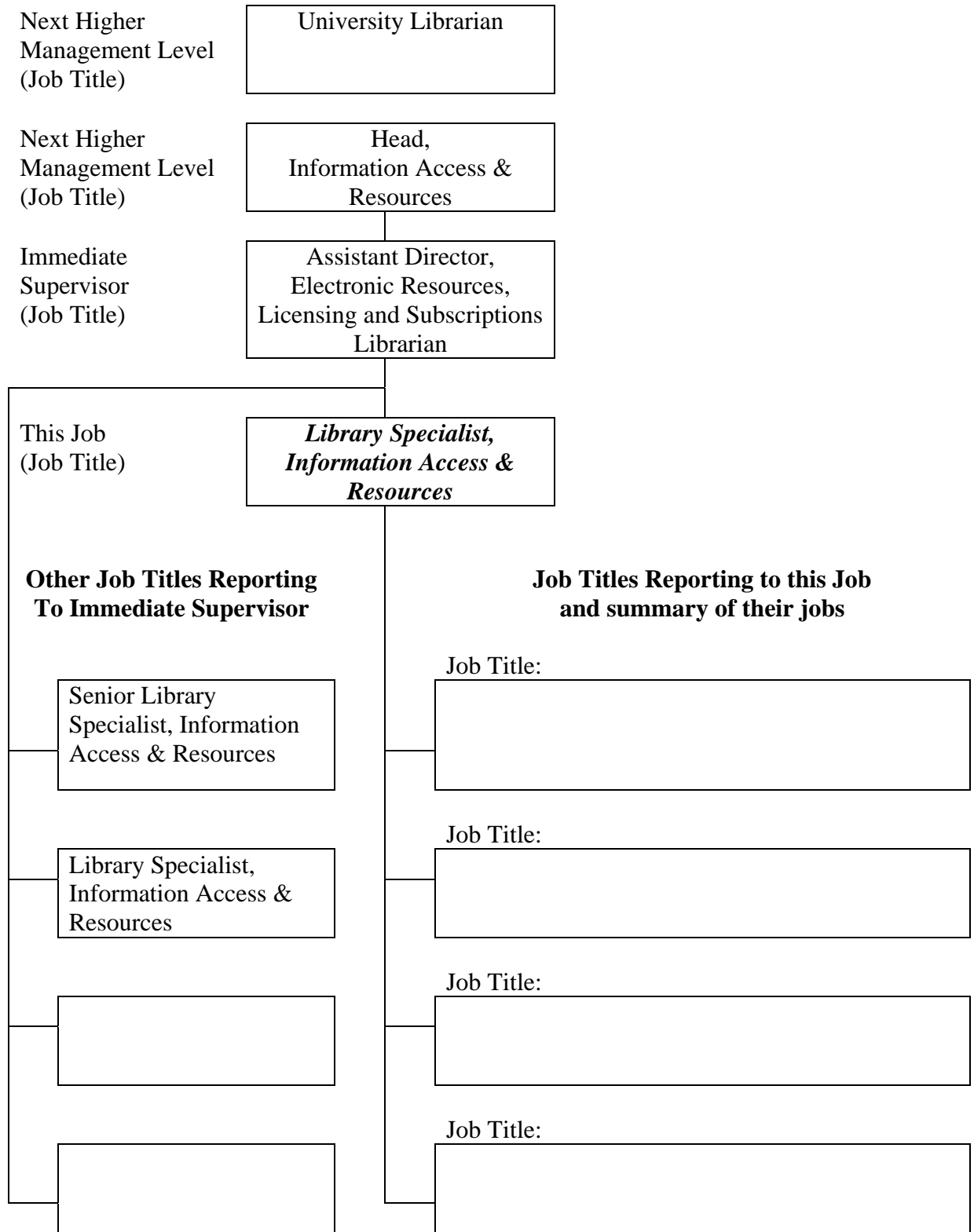
**PRINCIPAL ACCOUNTABILITIES**

*Describe the principal accountabilities of this job.*

1. Support the various processes necessary to acquire and facilitate delivery and/or access to resources. Processes include facilitating purchasing, receiving, claiming, processing, cataloging, shelving and shelf reading, loose leaf filing (law), reading lists, course packs 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 Library Management System
9. Perform Service Desk duties across both libraries including:
  - Attend to loans and reservations by library users (fulfillment services)
  - 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 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 service desk

Those which supervisors must be consulted:

- Recommendation and implementation of changes to workflow
- Granting of exceptions from standard policies, procedures and guidelines
- Handle 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**

**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	
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**For Official Use:**

Approved by HR	
Date	
Approved by HOD	
Date	