

Access Services Librarian

Summary: The Access Services Librarian assists and advises library users about information literacy, technology, and services and manages the daily functions of the library's Information Desk. This position supervises the Evening Library Assistant and all student workers, promoting the library's goal of providing excellent and inclusive customer service to everyone. Reporting to the director of the library, this position serves as library liaison to selected academic majors and programs, teaches information literacy at the undergraduate and graduate levels, and regularly works at the information desk. This position also manages interlibrary loan service. The work schedule for the position during the fall and spring terms includes evening hours. *This position is exempt from provisions of the Fair Labor Standards Act (FLSA) and is not eligible to earn overtime pay for hours worked above 40 in a single work week.*

Essential Duties and Responsibilities include:

- Oversees the provision of direct information and reference services for the Queens community. Provides reference and research services to students, faculty, and staff. Manages the library's chat, email, and phone service, ensuring that best practices for high-quality service are followed. Administers the library's circulation system. Writes and maintains documentation and circulation policies. Recommends and implements improvements for student and faculty support, customer service, and workflow efficiency.
- Manages daily operations of the Information Desk, the library's sole service point. Monitors the overall environment of the library to ensure a welcoming setting. Supervises, trains, and evaluates the part-time Evening Library Assistant. Hires, trains, supervises, mentors, and evaluates student workers. Ensures library users' needs are met in a helpful, timely, and courteous manner.
- Manages interlibrary loan and document delivery operations. Processes interlibrary loan requests. Generates reports and purchase recommendations based on usage and trends. Regularly reviews and improves workflow, services and the user experience. Stays abreast of developments related to national standards and industry developments for interlibrary loan and document delivery.
- Serves as library liaison to one or more academic majors/programs. Provides research assistance to students and instruction informed by ACRL guidelines for information literacy; creates and maintains research guides, tutorials, and other instructional materials; and maintains regular communication with faculty and administrators in assigned departments. Participates in library marketing and outreach activities and library orientation to various campus groups.

Non-Essential Duties

- Maintains understanding and current knowledge developments in the field of librarianship. Serves on institutional and professional committees and in other capacities. On an annual basis, takes part in professional development activities.
- Other duties and special projects may be assigned to meet department and university needs.

Experience, Knowledge and Skills Required

- ALA-accredited Master of Library and Information Science degree, or equivalent.
- Experience working in an academic library.
- Knowledge of evaluation, assessment, and planning methods and strategies related to public service in academic libraries.
- Familiarity with interlibrary loan and document delivery operations.
- Facility with compiling and reporting statistics.

- Working knowledge of information literacy guidance from the Association of College and Research Libraries.
- Teaching or training experience, especially in higher education settings.
- In-depth knowledge of Microsoft Office, Word, and Excel and ability to quickly learn and apply knowledge to improve procedures and processes.
- Availability and willingness to work evening hours (typically until 9pm Monday through Thursday) during fall and spring terms.
- Friendly demeanor with excellent interpersonal skills and ability to interact in an empathetic and positive manner.
- Commitment to equitable access to expertise, support, and resources for all constituencies (students, faculty, staff, visitors).
- Excellent organization and follow-through skills to ensure achievement of objectives within established timeframes, working independently and as a member of a team.
- Attention to detail and ability to meet scheduling expectations.
- Ability to remain calm and resourceful in stressful situations.
- Solid problem-solving skills and the ability to analyze components and arrive at a logical course of action.
- Ability to use absolute discretion when dealing with sensitive, confidential materials; familiarity with FERPA a plus.

Application Process

Qualified candidates should submit the documentation listed below via email to hr@queens.edu in (.doc) or (.pdf) format. Incomplete applications will not be considered. Include the following:

1. A cover letter that clearly addresses the position qualifications, experience, and interest
2. Current résumé
3. Salary requirements
4. Contact information for three professional references.

Be sure to include "**EL-ASL**" and **YOUR NAME** in your email Subject Line.

(**Example:** EL-ASL Shawn Frances)

Submissions received by July 12, 2021, will receive first consideration. Queens will continue to accept submissions until the position is filled.

About Queens University of Charlotte

Located in the heart of the nation's second fastest growing metropolitan area, Queens University of Charlotte leverages the city's diverse and thriving environment as an extended classroom. Nationally recognized for undergraduate programs in international and interdisciplinary education, Queens blends the best of liberal arts learning with professional preparation and community engagement. Focused on supporting success for diverse learners, including traditional and non-traditional students as well as those pursuing graduate degrees and certifications, Queens' staff members are integral to the University's mission of providing students with transformative educational experiences that nurture intellectual curiosity, promote global understanding, encourage ethical living and prepare individuals for purposeful and fulfilling lives. Our staff experience rewarding work in a supportive environment that encourages continuous growth and learning, and robust benefit offerings including generous tuition remission.

Queens values campus diversity and demonstrates this in campus initiatives; we encourage members of historically under-represented groups to apply for positions, and we seek candidates who will contribute to the climate and body of diversity at the university.

Queens University of Charlotte is an equal opportunity employer and is firmly committed to supporting and celebrating all forms of diversity. Queens does not discriminate on the basis of race, color, gender, sex (including pregnancy, child birth and conditions related to pregnancy or child birth), sexual orientation, gender identity or expression, religion, age, national origin, disability, political beliefs, veteran status, genetic information or any characteristic protected by law in the administration of its educational and admissions policies, scholarship and loan programs, athletic programs, employment and hiring policies, or other University-administered programs.

Any individual with a disability who needs any reasonable accommodation under the Americans with Disabilities Act to apply for a position or otherwise to participate in Queens' job search/selection process should contact the Director of Human Resources at 704.337.2222.

Benefits

Queens offers comprehensive benefits to eligible employees, including: medical, dental and vision insurance, domestic partner benefits, defined contribution (matching) and supplemental 403(b) retirement plans, vacation and generous paid holidays, tuition remission and tuition exchange, Queens-paid life insurance, supplemental life insurance, dependent life insurance, accidental death and dismemberment insurance, flexible spending accounts (medical, dependent care, Health Savings Account), sick leave and long-term disability leave, paid parental leave, FMLA leave when eligible, reduced cost meals at Morrison Dining Hall, employee assistance program (EAP), free access to the Levine Center, wellness programs. In addition, employees may choose benefits such as pet insurance, critical care insurance and legal assistance.

Physical Requirements *(with or without reasonable accommodation)*

- *Visual Abilities:* Read reports, create presentations, and use a computer system
- *Hearing:* Hear well enough to communicate with co-workers, vendors, and students
- *Dexterity, Grasping, Feeling:* Write, type, and use the telephone, copier, and computer systems
- *Mobility:* Open files and operate office machines; move between departments and attend meetings across campus
- *Talking:* Frequently convey detailed or important instructions and ideas accurately, loudly, or quickly
- *Lifting, Pulling, Pushing:* Exert up to 20 pounds for force occasionally, and/or up to 15 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects

Work Conditions

- Work in a library and office environment, involving contact with students, faculty, staff, service providers and vendors.
- Availability and willingness to work evening hours (until 9pm Monday through Thursday) during fall and spring terms.
- Work has deadlines, multiple interruptions, high volume and may be stressful at times.

This description is not intended to be an all-inclusive list of the duties and responsibilities of this positions, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended to describe the general nature of this position.