

University of Tennessee at Chattanooga
UTC Library
Public Services Specialist, Part-Time (variable hours, usually 15-20 hours week)

Library Description

In January 2015, UTC opened a new, five-story 180,000 square foot library. The library staff comprises 26 faculty librarians and 18.5 staff members, operates on an annual budget of just over 4 million dollars, and possesses collection holdings of more than 500,000 volumes, over 2,500 active journal subscriptions, 150 databases, and more than 28,000 accessible online journals. The library provides an information commons with 175+ public computers, 38 group study rooms, a media studio, three library instruction classrooms, a writing center, a cafe, and a 24-hour study space. The library delivers a comprehensive range of public services, including outreach, instruction, and research assistance, and is well equipped to support the research and scholarship needs of the UTC community.

Department Description

The Desks and Patron Experience team is responsible for opening and closing the Library, managing the operations of the Check Out Desk and the Information Commons Desk, managing the public floor and student group rooms, as well as handling library accounts and fees, among other responsibilities. Team members create a welcoming atmosphere that sets the tone for library-wide operations. The team is comprised of 1 FTE faculty librarian, 6 FTE staff specialists, 2 PT staff specialists, and many student assistants.

Position Description

Reporting to the Director of Desks and Patron Experience, the Public Services Specialist provides frontline support to users at the Library's two main service desks: Check Out and Information Commons. Responsibilities include:

- Circulate library materials and technologies, including selection, location, explanation of policy, and inspection
- Answer directional, information, and technology questions in person, online, and via telephone at the Check Out and Information Commons desks
- Accept payments for fines and fees
- Resolve issues, such as patron conflicts or unusual service situations
- Create and manage user accounts
- Assist in opening and closing the Library and triaging unexpected facilities issues
- Support Library technology such as computers, printing, and multipurpose study rooms
- Serve as primary staff on nights and weekends due to unexpected absences or emergencies

During the academic year, the Library is generally open 7 days a week and often closes at midnight in order to meet the needs of the UTC community. This position is critical to facilitating Library access and services on nights and weekends by supporting opening and closing procedures and serving as the primary opener or closer as needed. Shifts include:

- Monday-Thursday 8:00 p.m.-12:30 a.m.
- Friday 4:00 p.m.-8:30 p.m.

- Saturday 4:00 p.m.-8:30 p.m.
- Sunday 11:30 a.m.-6:00 p.m. and 6:00 p.m.-12:30 a.m.

A sample regular weekly schedule may include two weeknight shifts 8 p.m.--12:30 a.m. and weekend shifts in the afternoon or evening.

Compensation for the position is \$13-\$15 per hour.

Required Education

Bachelor's degree or equivalent combination of post-secondary education and relevant work experience.

Required Qualifications

Excellent interpersonal skills and a proven ability to interact professionally and collegially with a variety of people.

Excellent communication skills including effective writing and speaking skills.

Excellent general computer and technology skills, including ability to assist others with initial research using library resources and ability to conduct basic hardware and software troubleshooting or referral for Library users.

Ability to work a variable schedule as needed.

Ability to work as part of a team in a complex, dynamic environment.

Proven ability to manage the needs of multiple users including informational and financial transactions.

Proven ability to attend to details, organize work, and keep required records.

Proven ability to think critically.

Application Procedure

Interested applicants should send:

- a letter of interest
- current resume or curriculum vitae
- and contact details for two professional references (include phone and email).

Email all materials to library@utc.edu with the subject line "Application for PT Public Services Specialist." Review will begin July 27, 2021 and will continue until position(s) are filled.

The University of Tennessee Chattanooga is an EEO/AA/Title VI/Title IX/Section 504/ADA/ADEA institution. All qualified applicants will receive equal consideration for employment and will not be discriminated against on the basis of race, color, national origin, religion, sex, pregnancy, marital status, sexual orientation, gender identity, age, physical or mental disability, or protected veteran status.