

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

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 Access Services team is responsible for opening and closing the Library, managing the operations of the Check Out Desk, managing the public floor and student group rooms, as well as handling library accounts and fees, and weekend coverage of the Information Commons desk, 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

The Access Services Specialist, Part Time supports the UTC Campuses' educational, research, and outreach goals by providing excellent customer service at the Library's two main service desks: Check Out and Information Commons. Tasks include: providing access to materials in all formats, including equipment, fulfilling patron requests, assisting with all types of questions, troubleshooting and resolving patron problems, assisting with closing the Library on nights and weekends, and enforcing and explaining policy. This position is one of the few service personnel available on campus to assist students and faculty from 5 p.m. to Midnight.

Responsibilities include:

- Circulate library materials and technologies and perform all related tasks, including processing returns.
- Create and manage patron library accounts including troubleshooting and collecting fines and fees.
- Answer directional, information, research, and technology questions in-person, online, and via telephone.
- Assist and troubleshoot with printing, network connectivity, productivity software, and rooms.
- Resolve patron conflicts or unusual service situations.
- Assist in opening and closing the Library and triaging unexpected facilities issues.
- Serve as primary staff on nights and weekends due to unexpected absences or emergencies .
- Perform tasks related to the fulfillment of patron requests including processing physical item holds.

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 may 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.

Minimum Education and Experience:

- High school diploma or GED
- Two (2) years of relevant professional or paraprofessional experience in a customer service setting, facilitating customer transactions

Preferred Education and Experience:

- Bachelor's Degree (equivalent combination of relevant experience may be substituted on a year-to-year basis for education)
- Relevant experience in a library environment

Required Skills and Abilities:

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.

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

Ability to work a variable schedule as needed.

Preferred Skills and Abilities:

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 as part of a team in a complex, dynamic environment.

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 nora-ketron@utc.edu with the subject line “Application for PT Access Services Specialist.” Review will begin November 18 , 2022 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.