

Job Title: Operations Coordinator, Hope Brings Strength Health Sciences Libraries

Department: Hope Brings Strength Health Sciences Library

Pclass: WR255

Reports to: Library Director, Hope Brings Strength Health Sciences Libraries

Position Summary:

This highly collaborative position coordinates the Access Services department of the Hope Brings Strength Health Sciences Library and the Sewell Learning Commons, collectively referred to as the Hope Brings Strength Libraries, and are part of Rowan University Libraries (RUL).

Oversees the performance and operations of Fulfillment, Course Reserves, Document Delivery, Interlibrary Loan/Resource Sharing, physical collection maintenance, and student worker coordination. Responsible for book Acquisitions, both in electronic and print formats, and monitors funds and ledgers and communicates budgetary needs to the Library Director regarding collection building. The position supervises Access Services staff, including 3 full-time and part-time unionized employees, and indirectly supervises 5-10 student workers.

Supervisory

Supervises and evaluates 3 full-time and part-time unionized staff. Completes performance appraisals and communicates with Library Director and Human Resources to ensure policies and best practices are followed within Access Services. Serves on RUL hiring committees and facilitates staff development.

Attends, participates in, and integrates monthly feedback from the RUL Supervisor team. Collaborates with the Library Director to develop strategic goals for Access Services that complement those of the overall Hope Brings Strength Libraries, SOM, and RUL.

Promotes a culture of teamwork, positivity, and respect. Fosters collaboration and collegiality between Access Services staff and Virtua Health Colleges RUL employees.

Manages Access Services Department

Supervises the Hope Brings Strength Libraries' physical service points, which serve Rowan-Virtua faculty, staff, and students. Creates and implements service desk schedules for all Hope Brings Strength Libraries employees to provide consistent service point coverage 7 days per week. Develops, updates, and communicates Access Services policies to all libraries staff.

Responsible for managing user fees, monitoring collections, and resolving complex user issues. Works with the Library Director to ensure compliance with ADA regulations and other university, local, state or federal policies governing the usage of physical facilities. Presents a welcoming academic environment to all users of the libraries.

Facilitates the documentation of policies, procedures, and training materials related to Course Reserves, Fulfillment, Document Delivery, Interlibrary Loan/Resource Sharing, collection maintenance, and student worker coordination. Communicates with faculty to manage Course Reserves. Develops technical knowledge of Alma Fulfillment, Alma Analytics, Alma/Primo, ILLiad, Docline, OCLC, Springshare, Leganto, and other systems and platforms related to Access Services.

Collaborates across campus libraries with Systems & Technology, Marketing & Communications, and Collection Development teams to support the goals and mission of Rowan University Libraries and Rowan-Virtua SOM and other programs based on the Stratford and Sewell campuses. .

Represents the Hope Brings Strength Health Sciences Libraries at campus events and networks with library stakeholders. Collaborates with RUL and Rowan-Virtua SOM departments to support student wellness initiatives.

Represents the Hope Brings Strength Libraries on the RUL Access Services committee, as well as appropriate RUL and Rowan-Virtua SOM committees and task forces.

Electronic and Print Acquisitions

Serves as campus Selector in Alma/Primo to acquire electronic and print books that complement the Rowan-Virtua SOM curriculum and mission as well as other Rowan programs based on the Stratford and Sewell campuses.

Monitors Acquisitions ledgers and advises Library Director on budgetary needs for collection building.

Collaborates with RUL's Collection Development team to maintain the library's standing order of print books.

Oversees print book processing and coordinates changes to vendor contracts with the RUL Collection Development team.

Education and Experience: Bachelor's Degree. 5 years of library experience in a role related to Access Services, preferably at an academic library. 2 years of supervisory experience.

Skills: Alma/Primo, Springshare, ILLiad, Docline, OCLC, Gobi, and other systems and platforms relevant to Library Access Services.

Working Conditions: The Hope Brings Strength Health Sciences Library is located on the ground floor of the Rowan-Virtua School of Osteopathic Medicine's Academic Center in Stratford. It serves all faculty, students, and staff on both the Stratford and Sewell campuses, and provides services to over 1000 students. The Library has a seating capacity of approximately 230, which includes study carrels, group tables, study rooms, and computer workspaces. It houses collections of print books in the clinical and basic sciences.

The Hope Brings Strength Health Sciences Library also manages the Learning Commons located on the Rowan-Virtua SOM Sewell Campus, which serves faculty, students, and staff from both the Stratford and Sewell campuses as well. The Learning Commons is located on the second floor of the Rowan Medicine building. The space includes study carrels, group tables, classrooms, and the office of the PBL Librarian who provides support to the PBL students and faculty on both campuses. The Learning Commons houses a Service Desk and is open 24/7/365 with limited staff.