



User Services Librarian

POSITION: User Services Librarian
SUPERVISOR: Director of Pfeiffer Library
DEPARTMENT: Academic Affairs – Office of the Provost

TIFFIN UNIVERSITY

Tiffin University was established in 1888 and now offers nationally accredited graduate and undergraduate degrees in Business Administration, top-notch bachelor's and master's degrees in Criminal Justice and Social Sciences, and distinctive degrees in the Arts and Sciences. All through our history, the University has nurtured a student-centered setting and a strong sense of real community for our students, faculty and staff. Tiffin University has always believed in offering the highest quality education – “an education for life.”

The main campus in Tiffin is a beautiful 130-acre blend of traditional historic and modern buildings that create a vibrant and warm home for an educational community. In addition to the growth in Tiffin, TU graduate and undergraduate programs are offered online and at Cincinnati, Columbus, Fremont, Toledo, and at several sites in the Greater Cleveland area. The MBA is also offered at Bucharest, Romania.

From academic programs in sports and recreation management to homeland security/terrorism, communication and management, TU offers more than 25 majors through on-campus and online learning that result in real advantages for our students.

GENERAL JOB DESCRIPTION

Under the supervision of the Director of Pfeiffer Library, the User Services Librarian is a public-facing position and contributes to student success through a wide range of library services including reference, instruction, circulation, and outreach. In accordance with the American Library Association’s Reference & User Services core competencies, the User Services Librarian is a professional, 12-month staff position with faculty status, and is integral in fostering a relationship between the many facets of library services and all university students, faculty, and staff. This includes conducting library instruction for seated and online students, creating library tutorials, representing the library in various student-facing events and programs, and providing reference services via phone, chat, email, appointment, and at the library desk. The User Services Librarian also oversees circulation, including local, OPAL, OhioLINK, and InterLibrary Loan lending, working closely with student worker support to ensure that processes are followed. The ability to anticipate needs, think creatively, work independently, and produce quality results with many interruptions is vital for this position. Some nights and weekends may be required.

MAJOR DUTIES AND RESPONSIBILITIES

The User Services Librarian is primarily responsible for the following:

- **General**
 - Mentors and assists in the training of the student workforce to ensure a service-oriented, friendly, and welcoming environment for all users.
 - Keeps current on trends and technologies related to the provision of services in academic libraries through the pursuit of professional development opportunities.
 - Explores new and emerging technologies related to improving the delivery of all library services to students.
- **Reference and Instruction**
 - Coordinates all aspects of reference services including periodic evaluation of reference policies, procedures, and assessment methods in alignment with library and university goals.
 - Responds daily to the research, information, and access inquiries at the library desk and via email, chat, phone, or other means as appropriate.
 - Creates, promotes, and assesses information literacy learning opportunities in various modalities.
 - Creates content in various mediums to support information literacy instruction for seated and online students.
 - Coordinates outreach for reference and instruction in accordance with the library's strategic goals and user needs.
 - Conducts class visits and webinars on a variety of topics each semester.
- **Circulation**
 - Oversees the daily operation of all library lending, including local and consortium lending requests, InterLibrary Loan lending through OCLC WorldShare, and small equipment lending.
 - Works closely with Lead Student Workers to ensure desk and circulation operations are organized, efficient, and in alignment with library, university, and consortial requirements.
 - Participates in the training of circulation processes for the student workforce.
 - Assists in the assessment of library lending, including data collection and curation for library reporting.
 - Generates mandatory circulation reports and audits required by and reported to library consortia and ensures they are completed in a timely manner.
 - Facilitates collection audits, receives new print materials after cataloging and/or via mail for processing, and manages faculty reserve materials.

In addition to the specific responsibilities above, the User Services Librarian will:

- Represent Pfeiffer Library at various student-facing university events in coordination with other department staff.



- Represent Pfeiffer Library at various institutional, consortia, and professional events or on committees.
- Contribute to the overall goals of the Pfeiffer Library and Tiffin University

QUALIFICATIONS FOR THE JOB

Education:

- A master's degree in library science is required. Candidates who are within one semester of graduation from an ALA-accredited MLS/MLIS program will be considered.

Experience:

- Experience working in an office environment is required. Experience working in any library setting is preferred.
- Instruction experience is preferred.
- Familiarity with library systems (Innovative Sierra, Springshare, OCLC Worldshare) and library consortia (OPAL, OhioLINK) is preferred.

Other:

- A positive attitude, willingness to learn new skills, keen attention to detail, and the ability to adapt quickly to the ever-changing needs of students are required.

KEY COMPETENCIES

<i>Interdependence:</i>	Fosters collaboration
<i>Communication:</i>	Strong decision making and communication skills
<i>Accountability:</i>	Formulates effective and progressive strategies aligned with University mission and values
<i>Respect:</i>	Creates an engaging, collaborative work environment by bringing diverse people and ideas together.
<i>Entrepreneurship:</i>	Influences and inspires

PHYSICAL REQUIREMENTS

Ability to sit and/or stand periodically for long periods, occasionally lift up to 25 lbs, and reach up to place books onto shelves.



We are strongly committed to enhancing equity, inclusion, and diversity. These values are central to our beliefs. Candidates who have worked with a diverse range of faculty, staff, and students and who can contribute to our mission of inclusivity are encouraged to identify their experiences and interests. Tiffin University actively seeks to increase the diversity of its workforce. We are dedicated to providing educational, working and living environments that value the diverse backgrounds of all people.

NONDISCRIMINATION POLICY: Tiffin University is committed to a policy of nondiscrimination and equal opportunity for employees, applicant for employment, students or applicant for admission, access to educational opportunities on the basis of race, religion, personal appearance, color, sex, pregnancy, political affiliation, social-economic class, place of business, residence, religion, creed, ethnicity, national origin (including ancestry), citizenship status, physical or mental disability, age, marital status, family responsibilities, sexual orientation, gender identity, gender expression, veteran or military status (including special disabled veteran, Vietnam-era veteran, or recently separated veteran), predisposing genetic characteristics, domestic violence victim status or any other protected category under applicable local, state or federal law, including protections for those opposing discrimination or participating in any resolution process on campus or within the Equal Employment Opportunity Commission or other human rights agencies.

Tiffin University is an Equal Opportunity Employer