



SAINT MARY'S COLLEGE OF CALIFORNIA
invites applications for the position of:

Service Desk Supervisor & Scholarly Communications Specialist

SALARY: Depends on Qualifications

OPENING DATE: 03/26/18

CLOSING DATE: 04/27/18 11:59 PM

BACKGROUND:

Founded in 1863, Saint Mary's is a residential campus nestled 20 miles east of San Francisco in the picturesque Moraga Valley. Based in the Catholic, Lasallian and Liberal Arts traditions, Saint Mary's currently enrolls more than 4,000 students from diverse backgrounds in undergraduate and graduate programs. The De La Salle Christian Brothers, the largest teaching order of the Roman Catholic Church, guide the spiritual and academic character of the College.

As a comprehensive and independent institution, Saint Mary's offers undergraduate and graduate programs integrating liberal and professional education. Saint Mary's reputation for excellence, innovation, and responsiveness in education stems from its vibrant heritage as a Catholic, Lasallian and Liberal Arts institution. An outstanding, committed faculty and staff that value shared inquiry, integrative learning, and student interaction bring these traditions to life in the 21st century. The College is committed to the educational benefits of diversity.

RESPONSIBILITIES:

The purpose of this position is to oversee contributions (from SMC faculty) to our institutional repository "SMC Digital Commons ", as well as supervising daily circulation operations. The incumbent serves as a bridge between the formal publishing activities of SMC Faculty and the service role of the library. Working with both to support the preservation and access of scholarly output; which may include open education resources, open access journals, open conference proceedings, working papers, lab reports, as well as the development of college content and data repository.

1 Institutional Repository

- Creates and maintains a comprehensive list of faculty publications using Bepress' software
- Provides access to the SMC SMC Digital Commons institutional repository by creating metadata and uploading digital files in appropriate formats
- Manages the workflow of digital files; including receiving and preparing files for upload to the repository, quality control, and interoperability of records with other library systems when necessary
- Maintains complete and thorough documentation of all communication with faculty authors and publishers and advises faculty about appropriate publication agreements in order to house content in SMC Digital Commons
- Researches and verifies copyright status and reviews publication agreements for previously published works

- Maintains the community structure of the repository

2. **Service Desk**

- Staffs and supervises Service Desk activities
- Supervises Student Employees
- Ensures that adequate levels of staffing are maintained to provide excellent service all the hours the library is open
- Monitors student customer service and works to maintain a consistently accurate and high-quality service
- Responsible for opening or closing the Library on time weekdays/nights/weekends and pre-finals and finals extended hours

3. **Other Duties as Assigned** ?????

Provides administrative support for a variety of special library projects, programs, and participates in continuing education/training opportunities, and staff development as appropriate to job responsibilities and time permits.

EXPERIENCE AND QUALIFICATIONS:

Education: REQUIRED: High School diploma

Experience: (years required and applicable field of experience):

Three years progressively responsible library experience or equivalent is required. Any combination of education and experience that provides the required knowledge and abilities will be considered. Knowledge of library operations in Access Services and their relation to overall library operations

Skills/Abilities: (e.g. computer skills, written & verbal skills, trades, laws, procedures, technical)

- Excellent written and oral communication skills
- Ability to work cooperatively with others
- Ability to effectively provide lead work direction and training to student workers
- Ability to be flexible and adapt quickly to new assignments and work under pressure
- English grammar, business writing, punctuation, and spelling; Ability to compose and appropriately format correspondence and reports
- Ability to investigate and research complex problems, including analyzing and interpreting information
- Ability to work independently using relevant knowledge to determine the best course of action
- Demonstrated ability to compile and present information in an organized manner
- Effective communication and interpretive skills to be able to assist in resolving patron problems and complaints, assess patron information needs, and orient and guide patrons in use of library resources
- High attention to detail and possession of excellent proofreading skills

Preferred Qualifications:

- Prefer experience in project management
- Experience with copyright compliance
- 3 years of library experience in an academic library
- Experience with library technology systems

- Experience creating metadata

SUPPLEMENTAL INFORMATION:

Application Instructions: Please apply online at <http://jobs.stmarys-ca.edu>

Include a cover letter that specifically addresses how you meet the qualifications and **are prepared to support the mission of the College**

1. A resume
2. The name and contact information for three (3) professional references.
3. In applying for a position, candidates sign a consent authorizing a broader inquiry which may include reference checks, a motor vehicle check, and a third party background check.

Saint Mary's is an equal employment opportunity employer. We support inclusive excellence and are committed to creating a safe and welcoming community for all.

College policy prohibits discrimination based on race, color, religion, national origin, ancestry, age, gender, sexual orientation, marital status, medical condition, physical or mental disability, gender stereotyping, and gender identity, taking a protected leave (e.g. family medical or pregnancy leave), or on any other basis protected by applicable laws.

Saint Mary's College annually collects information about campus crimes and other reportable incidents in accordance with the federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act. To view the Saint Mary's College Report, please go to the Public Safety website at <http://www.stmarys-ca.edu/public-safety/annual-security-and-fire-safety-report-0>. To request a paper copy please call Public Safety at (925) 631-4284. The report includes the type of crime, venue, and number of occurrences.

APPLICATIONS MAY BE FILED ONLINE AT:

<http://jobs.stmarys-ca.edu>

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Position #2015-1601771
SERVICE DESK SUPERVISOR & SCHOLARLY
COMMUNICATIONS SPECIALIST
JG