

Employment Opportunity
University at Buffalo Libraries
User Experience and Information Desk Evening Supervisor, Abbott Library
(Instructional Support Associate, SL-2)

The University at Buffalo Libraries seek a flexible, customer focused User Experience and Information Desk Evening Supervisor, Abbott Library to join a team of dedicated professionals who work to provide library users with the resources and services they need for research, learning and teaching. The User Experience and Information Desk Evening Supervisor will support user research and design as well as the services provided from the Information Desk in the Abbott Library on the University's South Campus.

Excellent customer service skills including the ability to engage, interact and communicate with patience, clarity, tact, and courtesy are essential. There will be many opportunities to consult with, collaborate with, and train fellow Delivery Services team members on how to incorporate user experience strategies across the organization and related projects. This position will play a critical role in ensuring the library meets the diverse needs of the University community.

As the User Experience and Information Desk Evening Supervisor, Abbott Library, your key responsibilities will include:

- Overseeing daily library building operations including providing building access, managing study rooms and meeting areas, and responding to inquiries regarding library spaces;
- Providing general reference and research assistance to users referring users to library faculty, staff or other departments depending on the complexity of the inquiry;
- Assisting patrons with locating library materials, basic reference questions, circulation of library materials and equipment, questions related to library accounts, user requests, and all other services;
- Creating and managing computer access accounts for visitors and guests of Abbott Library;
- Recruiting, managing, and developing student employees with a focus on job satisfaction, engagement, and retention;
- Ensuring appropriate staffing of the information desk in Abbott Library;
- Circulating close-stacks library material and equipment;
- Working with library staff to develop and implement library programs and special projects that meet the needs of library users.
- Promoting library services and spaces by remaining knowledgeable about offerings and educating visitors.
- Under the direction of the User Experience and Information Desk Manager, participates in user assessment activities, including the collection and analysis of statistical data related to the use of collections, services, and the facilities.

Minimum Qualifications:

- An associate's degree with two years of experience providing a high level of customer service in a user centered environment such as a library service desk.
- Ability to display excellent interpersonal skills by remaining professional and courteous.
- Demonstrated awareness of the challenges and opportunities for justice, diversity, inclusion, equity and access in staffing, services, collections, and physical spaces within the Libraries, the university, and in higher education.
- Demonstrated commitment to advancing justice, diversity, inclusion, and equity in organizations.
- Ability to gather, analyze, and report data; experience using data to guide decisions.
- Proven analytical skills and the ability to solve problems by finding solutions that are steered by existing guidelines, policies, and procedures.
- Proven ability to work independently and manage priorities without day-to-day supervision.
- Excellent organizational skills including the capability to balance tasks efficiently and effectively.

- Excellent communication skills including a proven ability to write clearly, succinctly, and in a manner that appeals to a wide audience; ability to tailor communications based on the audience.
- Demonstrated ability to use Microsoft Office applications such as Access, Word, Excel, and Outlook or similar software.
- Curiosity about and comfort with rapid change and innovative technologies.
- Ability to work occasional days.

This position requires evenings, with the flexibility to work days as needed. Abbott Library will have a varied schedule based on academic calendars and operational needs and may be required to work holidays, recess days and substitute days and weekends.

Preferred Qualifications:

- Bachelor's degree from an accredited college or university.
- One to three years of experience working in a library environment.
- Familiarity with user-centered design practices and principles.
- Familiarity with research methods such as in-person surveys, interviews, and journey mapping.
- General understanding of the mission and function of a research library and the information needs of academic users.

We invite individuals to apply whose perspectives and experiences will enrich and strengthen our organization. The library serves an increasingly diverse constituency of patrons, and our employees, services, collections, and policies strive to honor and reflect this diversity. We encourage candidates who thrive in a welcoming multicultural environment to apply.

Outstanding Benefits Package:

Working at UB comes with benefits that exceed salary alone. There are personal rewards including comprehensive health and retirement plan options. We also focus on creating and sustaining a healthy mix of work, personal and academic pursuit - all in an effort to support your work-life effectiveness. Visit our [benefits website](#) to learn about our benefit packages.

To Apply:

To be considered for this position, applicants must apply via the [UB Jobs](#) site. At the time of hire, applicants must be authorized to work in the United States on a full-time basis for a period of at least two years. In your cover letter, please highlight the most relevant qualifications you would bring to this position based on the posting, and tell us how your background, perspective, and experience will help us fulfill our mission and meet our goals. All candidates who are contacted by the search committee should be prepared to discuss how they see themselves contributing to the University's equity, diversity, and inclusion efforts.

The deadline for applications is February 8, 2022. We anticipate filling this position by March 15, 2022. References will be contacted with advance notice.

The University at Buffalo is SUNY's most comprehensive public research university and an outstanding place to work. UB amplifies ambition for faculty and staff by offering endless possibilities to achieve more. Here, people from all backgrounds and cultures challenge and inspire each other to discover, learn and succeed. Dedicated staff and engaged faculty collaborate to further knowledge and understanding and develop tenacious graduates who are valued for their talents and their impact on global society. Visit our [website](#) to learn more about the University at Buffalo.

Land acknowledgement: The University at Buffalo operates on the territory of the Seneca Nation, a member of the Haudenosaunee/Six Nations Confederacy. This territory is covered by The Dish with One Spoon Treaty of Peace and Friendship, a pledge to peaceably share and care for the resources around the Great Lakes. It is also

covered by the 1794 Treaty of Canandaigua, between the United States Government and the Six Nations Confederacy, which further affirmed Haudenosaunee land rights and sovereignty in the State of New York. Today, this region is still the home to the Haudenosaunee people, and we are grateful for the opportunity to live, work, and share ideas in this territory.

The University Libraries, SUNY's largest academic research library, offer an outstanding array of information resources, technologies, services, and people to support academic achievement. The Libraries play a vital role in the academic success of our students, the teaching and research of our faculty, and the intellectual pursuits of our alumni and community members. Our broad selection of digital and print resources, innovative services, and expert staff support scholarly and creative achievements in new and exciting ways.

The Buffalo Niagara Region is a major metropolitan area with diverse communities and outstanding assets. Buffalo offers the amenities of a major urban area without the headaches. Friendly folks, quick commutes, charming neighborhoods and a low cost of living are among the benefits of life in the region. Three international bridges connect the Buffalo Niagara region to Canada. Travel to the cosmopolitan city of Toronto is only 90 minutes by car. By air, we are less than an hour to New York City, Philadelphia and Washington, D.C.

The University at Buffalo is an equal opportunity, affirmative action employer, and is committed to providing employment opportunities to minorities, women, veterans, disabled individuals, and other protected groups in order to build a culturally diverse and pluralistic University community.