

Library Privileges Operations Manager (4445C) Library,
70273
University of California, Berkeley

Direct Link: <https://www.AcademicKeys.com/r?job=238759>

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Posted Jul. 29, 2024, set to expire Nov. 4, 2024

Job Title	Library Privileges Operations Manager (4445C) Library, 70273
Department	Access Services Division
Institution	University of California, Berkeley Berkeley, California
Date Posted	Jul. 29, 2024
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Professional Staff
Academic Field(s)	Library
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Apply By Email

Job Description

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Library Privileges Operations Manager (4445C) Library, 70273

About Berkeley

At the University of California, Berkeley, we are committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome and included. Our culture of openness, freedom and belonging make it a special place for students, faculty and staff.

The University of California, Berkeley, is one of the world's leading institutions of higher education, distinguished by its combination of internationally recognized academic and research excellence; the

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transformative opportunity it provides to a large and diverse student body; its public mission and commitment to equity and social justice; and its roots in the California experience, animated by such values as innovation, questioning the status quo, and respect for the environment and nature. Since its founding in 1868, Berkeley has fueled a perpetual renaissance, generating unparalleled intellectual, economic and social value in California, the United States and the world.

We are looking for equity-minded applicants who represent the full diversity of California and who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. When you join the team at Berkeley, you can expect to be part of an inclusive, innovative and equity-focused community that approaches higher education as a matter of social justice that requires broad collaboration among faculty, staff, students and community partners. In deciding whether to apply for a position at Berkeley, you are strongly encouraged to consider whether your values align with our [Guiding Values and Principles](#), our [Principles of Community](#), and our [Strategic Plan](#).

At UC Berkeley, we believe that learning is a fundamental part of working, and our goal is for everyone on the Berkeley campus to feel supported and equipped to realize their full potential. We actively support this by providing all of our staff employees with at least 80 hours (10 days) of paid time per year to engage in professional development activities. To find out more about how you can grow your career at UC Berkeley, visit grow.berkeley.edu.

Departmental Overview

The Access Services Division has leadership for planning and coordinating access and circulation policies across the UC Berkeley Library. Additionally, the Access Services Division consists of the following units: Library Privileges, Information Desk Services, Newspapers & Microforms Library and Current Periodicals, Media Resources Center, Doe/Moffitt Circulation Services, and Stacks Maintenance.

Library Privileges unit provides access and borrowing services to library cardholders, potential library users, and visitors in person and virtually via the LibAnswers ticketing system. The operations manager controls user access via the patron database to library collections and electronic resources, collects library fees for all Berkeley campus and affiliated libraries (excluding the Law Library), reconciles financial receipts and redistributes collected funds to the appropriate library unit chart-strings.

Application Review Date

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The First Review Date for this job is: July 1, 2024

Responsibilities

Following overall Library guidelines, policies and priorities under the general direction of the Head of Access Services Division, this position serves as manager for all functions, staffing and tasks relating to Library Privileges, including directing the work of student employees and scheduling and assigning tasks to career staff. This position is responsible for overseeing all of the borrower services functions, such as interpreting library policies and procedures, creating/updating patron records, resolving late fees, replacement bills, and collection access inquiries and issues, providing directional/informational services to library users, and other borrower/library related processes, services and projects. In addition, this position assists the Head of Access Services Division as the backup borrowing services contact for other UC/UC Berkeley campus agencies, such as Lawrence Berkeley National Laboratory, Lawrence Livermore National Laboratory, UC Extension, UC Berkeley Office of the Registrar, Cal1 Photo, Visiting Scholar and Post-doc Affairs Program (VSPA), and non-UC agencies, such as California State University and Community College systems, and the California Public School districts.

Key Responsibilities include:

35% -

- Applies advanced professional concepts to perform highly complex responsibilities in one or some of the following library specialties.
- Serves as chief resource person and contact for Privileges Desk policies and procedures. Handles complaints/problems referred by staff. Handles removal of student academic record blocks for library financial debts.
- Coordinates the handling of questions regarding replacement and processing fees, charges for overdue, damaged, and missing library materials. In conjunction with the Head of Access Services Division makes exceptions to established billing policy. Processes book replacements for the Main, Moffitt and UCB-only NRLF owned items.
- Interprets borrowing and access privileges for staff across the library system and campus.
- Updates circulation staff across the Library system-wide on current borrowing services policies and practices.
- Coordinates with Instruction Services Division, especially Reference Services staff on LibAnswers ticketing system protocols, reference guides/FAQs, and recommended improvements.
- Provides direction and assistance to staff on difficult and complex operational library borrowing services matters.

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- Reference and Instruction: Serves at a reference desk or general public service desk providing full range of services to patrons using library resources and other information resources in a wide range of formats, languages, and disciplines; develops standard educational activities and assessments of basic student library skills.
- Administers and manages day to day operation of the Privileges Desk.
- Provides access and borrowing privileges services to library users in-person at the Privileges Desk and virtually via LibAnswers ticketing system. Determines eligibility and privileges to be accorded based on a complex array of access and borrowing rules, policies and agreements. Interviews requester to determine status. Issues library cards, including faculty proxy cards, departmental borrowing cards, one-day access passes, Summer Session academic programs stacks stickers, and reference cards. Explains blocked privileges and provides resolution options. Makes effective referrals to appropriate staff, departments or units, on or off campus.

15% -

- May lead a team of staff library professionals and / or assistants.
- Coordinates and leads a team of career staff to provide access and borrowing services to users in-person at the Privileges Desk or virtually via LibAnswers ticketing system. Provides training, develops and maintains desk schedule, and evaluates performance.
- Models a responsive, welcoming service posture, and works with the Head of Access Services Division to set expectations of high user service standards of excellence. Creates public service desk training manuals and referral tools.
- Manages staff shift schedules to ensure adequate coverage at the Privileges Desk to assist library users. Serves as CalTime supervisor for Privileges Desk student library employees. Independently determines staff's performance ratings or recommends performance ratings.
- Hires, trains, supervises and develops four student library employees to provide Privileges related duties, including providing telephone and in-person assistance to users, maintaining study carrels, searching for actual cost for replacing billed items, etc.

15% -

- Analyzes, evaluates, interprets and revises or proposes revisions to established operational guidelines within scope of assigned responsibilities.

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- Develops or revised procedures, training manuals, and best practices for staff interacting with the public at the public service desk or virtually. Develop and maintains Privileges Desk web pages.
- Maintains patron database quality through regular review; edit and correct, merge or deleted patron records as needed. Works with Library Systems on patron database issues: patron information/codes/coding elements/load schedules.
- In consultation with the Head of Access Services Division, approves patron database authorizations for appropriate library staff members.
- Reconciles database financial reports with day's receipts. Collates and submits credit card receipts, checks and money orders to Library Business Services.
- Monitors receipts from the sale of library cards; works with Library Business Services to audit and close out the account on a monthly and annual basis.
- Participates, as member of the Access Services Division team, in departmental planning (short and long-range), developing and implementing departmental procedures, implementing (in the department) library-wide public service/circulation policies and procedures, and managing departmental functions and workflow. Works closely with the Head of Access Services Division in the planning and implementing of policies and procedures.
- In consultation with the Head of Access Services Divisions, serves as liaison and coordinates privileges with library, campus, and cooperative borrowing agreement units such as Library Systems Office, Library Business Office, Visiting Scholar and Postdoc Program, Cal 1 Photo, UC Extension, UC Summer Sessions, Graduate Theological Union, Lawrence Berkeley Laboratory, Lawrence Livermore Laboratory, Stanford University, and University of Texas, Austin.
- Serves as Access Services Division co-liaison for ADA services.

Required Qualifications

- Advanced professional knowledge enabling the performance of a full range of coordinating, and / or highly specialized functional subject area activities. This knowledge may be acquired through considerable library experience, possibly in combination with specialized training and skills or relevant academic preparation.
- Advanced knowledge of applicable systems and databases. Knowledge of or experience with an integrated library system (ILS). Understanding of ILS bibliographic, item, holding, and patron records. This knowledge may be acquired through considerable library experience, possibly in combination with specialized training and skills or relevant academic preparation.
- Advanced analytical and problem solving skills to address highly complex or specialized solutions. Knowledge of or ability to balance competing priorities and improve workflows.
- Advanced interpersonal (analytical, organizational, problem solving, and communication) skills to deal with a variety of people and situations, including providing guidance and leadership to other

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library professionals.

- Advanced knowledge of library data transformation techniques and software tools. Assists with implementation of new technology as needed. Knowledge of or experience with standard office and collaboration software.
- Specialized functional subject area knowledge related to circulation and borrower services (such as an automated circulation system), which may be acquired through considerable library experience, specialized training, or relevant academic preparation.

Education:

- Bachelor's degree in related area and/or equivalent experience/training.

Preferred Qualifications

- Academic library experience.
- Alma integrated library system experience.
- Knowledge of or experience interpreting and monitoring operational budgets.

Salary & Benefits

This is a 100% full-time (40 hrs a week) exempt career position, which is paid monthly and eligible for full UC Benefits.

For information on the comprehensive benefits package offered by the University, please visit the University of California's [Compensation & Benefits](#) website.

Under California law, the University of California, Berkeley is required to provide a reasonable estimate of the compensation range for this role and should not offer a salary outside of the range posted in this job announcement. This range takes into account the wide range of factors that are considered in making compensation decisions including but not limited to experience, skills, knowledge, abilities, education, licensure and certifications, analysis of internal equity, and other business and organizational needs. It is not typical for an individual to be offered a salary at or near the top of the range for a position. Salary offers are determined based on final candidate qualifications and experience.



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The budgeted salary or hourly range that the University reasonably expects to pay for this position is **\$71,745.98 (Step 2.0) - 74,650.76 (Step 5.0)**

How to Apply

To apply, please submit your resume and cover letter.

Conviction History Background

This is a designated position requiring fingerprinting and a background check due to the nature of the job responsibilities. Berkeley does hire people with conviction histories and reviews information received in the context of the job responsibilities. The University reserves the right to make employment contingent upon successful completion of the background check.

Equal Employment Opportunity

The University of California is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status. For more information about your rights as an applicant, please see [the U.S. Equal Employment Opportunity Commission](#) poster.

For the complete University of California nondiscrimination and affirmative action policy, please see the University of California [Discrimination, Harassment, and Affirmative Action in the Workplace](#) policy.

To apply, visit

https://careerspub.universityofcalifornia.edu/psc/ucb/EMPLOYEE/HRMS/c/HRS_HRAM_FL.HRS.CG_S

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.



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Contact

N/A

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