

User Experience and Information Desk Evening  
Supervisor, Abbott Library  
University at Buffalo, The State University of New York

Direct Link: <https://www.AcademicKeys.com/r?job=243419>

Downloaded On: Aug. 31, 2024 10:19pm

Posted Aug. 20, 2024, set to expire Aug. 4, 2025

<b>Job Title</b>	User Experience and Information Desk Evening Supervisor, Abbott Library
<b>Department</b>	Research, Collections & Outreach
<b>Institution</b>	University at Buffalo, The State University of New York Buffalo, New York
<b>Date Posted</b>	Aug. 20, 2024
<b>Application Deadline</b>	Open until filled
<b>Position Start Date</b>	Available immediately
<b>Job Categories</b>	Professional Staff
<b>Academic Field(s)</b>	Information Technology
<b>Job Website</b>	<a href="https://www.ubjobs.buffalo.edu/postings/52260">https://www.ubjobs.buffalo.edu/postings/52260</a>
<b>Apply By Email</b>	
<b>Job Description</b>	

### Position Summary

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 play a critical role in ensuring the University Libraries meet the diverse needs of the community. This position will collaborate on incorporating user experience strategies across the organization and support the services provided from the Information Desk in the Abbott Library on the University's South Campus.

Primary duties will include:

- Participating in user assessment activities under the direction of the User Experience and

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Information Desk Manager, including the collection and analysis of statistical data related to the use of collections, services, and facilities.

- Recruiting, managing, and mentoring student employees through experiential learning, with a focus on job satisfaction, engagement, and retention.
- Managing the information desk operations in Abbott Library and ensuring appropriate staffing.
- Collaborating on the development and implementation of 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.
- Creating, developing, and maintaining training curricula for student employees in the learning management software.
- Assisting patrons with locating library materials, circulation of library materials and equipment, questions related to library accounts, user requests, and all other services.
- Overseeing library building operations including securing the building at closing, managing study rooms and referring inquiries regarding library spaces to the appropriate department.
- Maintaining an inviting environment that is safe and secure for all library occupants by identifying and reporting health, safety, and security risks.

The University Libraries is a welcoming multicultural environment that serves an increasingly diverse constituency of patrons. Our employees, services, collections, and policies honor and reflect this diversity and we invite individuals to apply whose perspectives and experiences will enrich and strengthen our organization.

### **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. We support your growth and development through our career coaching and training department and we qualify as a public service loan forgiveness organization. Learn more about our [benefit packages](#).

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### **About The University at Buffalo**

The University at Buffalo (UB) #ubuffalo is one of America's leading public research universities and a flagship of the State University of New York system, recognized for our excellence and our impact. UB is a premier, research-intensive public university dedicated to academic excellence. Our research, creative activity and people positively impact the world. Like the city we call home, UB is distinguished by a culture of resilient optimism, resourceful thinking and pragmatic dreaming that enables us to reach others every day. Visit our website to learn more about the [University at Buffalo](#).

University at Buffalo is an affirmative action/equal opportunity employer and, in keeping with our commitment, welcomes all to apply including veterans and individuals with disabilities.

### **Minimum Qualifications**

- An associate degree with two years of library experience or a bachelor's degree. A combination of education and experience may be considered in lieu of the education requirement.
- Experience coordinating the work and activities of others.
- 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 and display excellent interpersonal skills by remaining professional and courteous.
- Demonstrated awareness of, and commitment to, 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.
- Proven analytical skills with the ability to gather, analyze, and report data in order to solve problems.
- Proven ability to work independently, balance tasks efficiently, and manage priorities without day-to-day supervision in a rapidly changing environment.

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. The User Experience and Information Desk Evening Supervisor, Abbott Library may be required to work holidays, recess days and substitute days and weekends. The shift during the fall and spring semester will be 4pm-midnight, Sunday through Thursday.



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### **Preferred Qualifications**

- 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.

### **Contact Information**

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

### **Contact**