

Human Resources
POSITION DESCRIPTION (HR 120)

CLASSIFICATION:	Library Services Specialist III	DEPARTMENT:	Library-Access Services
WORKING TITLE:	Library Evening Services Coordinator	FLSA:	Non-Exempt
		INCUMBENT:	

PURPOSE:

Access Services comprises the circulation, course reserves and stacks maintenance functions of the Kennedy Library. Primary activities of this position include staffing the circulation desk and/or overseeing daily circulation operations; checking library materials in and out using library systems; updating and maintaining the patron database; preparing circulation reports; following-up on overdue materials and collecting fines; handling lost and damaged materials; overseeing stack maintenance; assisting patrons in finding materials and with questions related to circulation policies and procedures; and resolving patron problems related to circulation functions.

Under the general direction of the Director of Access, Operations, and Administrative Services, the incumbent in this position is a member of the Access Services team and in coordination with Access Services staff, is responsible for providing lead oversight of the more complex and/or specialized technical and paraprofessional Library Access Services functions on evening shifts during the academic year. Activities during evening shift include: staffing the circulation desk and/or maintaining circulation operations; supervising Access Services student assistants, closing the building; monitoring public areas of the building, interacting with library patrons to maintain a positive and safe environment, and noting problem areas and communicating them to supervisors and University Police; checking library materials in and out using library systems; updating and maintaining the patron database; overseeing student shelving; assisting patrons in finding materials, and with questions related to circulation policies and procedures; and resolving patron problems.

As a requirement of this position, incumbent must work evening shift during the academic year. This position will also provide support to the Access Services department during particularly busy times of the academic year; will provide backup to Access Services staff for planned and unplanned absences; and provide additional support as needed on special projects. This position will have a set and regular schedule of evenings during the academic year, but rotate to an alternate day schedule during academic break periods due to library hours.

Incumbents at the LSS III level perform more complex and/or specialized technical and paraprofessional library duties to support daily library operations and/or programs. Incumbents often are responsible for overseeing daily operations of a library unit(s), including providing lead work direction to other library and clerical staff, as well as student workers, and may assist in supporting the unit's budgetary and/or other administrative activities.

DUTIES AND RESPONSIBILITIES:

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

ESSENTIAL JOB FUNCTIONS

Daily

90%

Evening Circulation Services Coordination

- Provide lead work direction and directly supervise Access Services student assistants. Coordinate student assistant duties in the area of the circulation desk, stacks maintenance, and special library projects during evening shifts; provide training and scheduling of evening student assistants. Supervise student assistants in assisting users with circulation problems relating to retrieval of materials.
- Actively communicate with Access Services staff to ensure continuity and consistency of service; assist library users at the main circulation desk and support circulation operations during evening shift.
- Provide a high level of customer service, including interpreting and enforcing library and university policy and procedures, and resolve problems using independent judgment and initiative.
- Provide patron assistance in relation to course reserves and interlibrary services.
- Check materials in and out, place holds on items for patrons on request and issue library materials using the automated circulation system.
- Provide library or campus information by telephone and in-person, using judgment and initiative to address users' needs.

- When unable to fully resolve users' questions, use knowledge of the library and the campus to refer inquiries and transfer calls to the appropriate departments within the library and campus as necessary.
- Provide support to students with circulation problems relating to retrieval of library materials;
- Verify customer residency information, and register customers for library cards.
- Conduct regular walk-throughs of all five library floors, noting the location, time and character of problems with noise, compliance with library policies, custodial needs, lights, or other environmental conditions.
- Interact calmly and positively with library patrons as needed to maintain a positive and safe environment that supports the library's policies for user behavior and conduct.
- Maintain library building services and security; report criminal activity, and other inappropriate activities or emergencies requiring immediate attention to supervisor and to University Police (UPD), as needed.
- Assist library patrons in the public areas by providing information or referrals as appropriate.
- Open or close the library either independently or in coordination with other library staff and student assistants.
- Communicate with library patrons that building is closing and assist with exiting by closing time. Confirm that building is locked/unlocked according to library policies.
- Assist with processing print and e-reserves, data editing and coding of library items.

OTHER JOB FUNCTIONS

As Needed

10%

- Help with project planning and implementation of library shifts and other special projects.
- Serve as a general backup for the staff at Access Services unit.
- Perform other job-related duties and special projects as assigned.
- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE: High School or Equivalent certification plus two to three years of related library and/or clerical experience or an equivalent combination of experience and education.

LICENSES, CERTIFICATES, DEGREES, CREDENTIALS: None

REQUIRED QUALIFICATIONS (SKAs):

- Thorough knowledge of and ability to interpret overall library policies and procedures and an in-depth knowledge of library operations, policies and procedures pertaining to assigned functional area, including a solid understanding of individual work functions and the ability to adapt work procedures.
- Working knowledge of library collection and its organization, as well as classification schemes. Demonstrated expertise in creating and correcting bibliographic records.
- Thorough knowledge of external on-line databases, system and resources, including the ability to perform complex on-line searches.
- Thorough knowledge of library policies and practices associated with the ethical use of and access to library and on-line resources.
- Working knowledge of national standards pertaining to library operations, including a thorough knowledge of institutional standards pertaining to copyright and intellectual property protection and the ability to interpret and apply them, as well as explain them to patrons, to ensure compliance.
- Demonstrated expertise in using library automated system(s), especially subsystem(s) pertaining to the functional area, including database maintenance.
- Ability to investigate and research more complex problems, including analyzing and interpreting information.
- Working knowledge of library accounting and budget procedures and allocation processes, and ability to apply this knowledge to assist in handling vendor accounts and the budget process.
- Thorough knowledge of all aspects of lead work direction including assisting in employee selection, training employees in new work procedures, assigning work, organizing work flow and establishing priorities, reviewing work, providing input to performance evaluations and promoting teamwork to optimize effectiveness. Working knowledge of or ability to quickly learn campus human resource practices and payroll procedures.
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.

- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in and outside the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Ability to maintain high quality/standards of work, ethics, commitment, and professional responsibility.
- Ability to work independently with little instruction; take initiative, anticipate problems, and solve issues in a timely manner.
- Ability to work independently using relevant knowledge to determine the best course of action, and to respond appropriately and calmly to unexpected events or problems.
- Strong 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 more complex library and on-line resources both verbally and in writing.
- Ability to use judgment in interpreting and communicating policies and procedures, and apply them accurately in performing work functions, as well as the ability to evaluate procedures and recommend changes.
- Thorough knowledge of English grammar, spelling and punctuation.
- Demonstrated ability to maintain a high degree of confidentiality.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- Excellent computer skills and proficiency with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
- Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.

PREFERRED QUALIFICATIONS:

- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Associate's level degree or equivalent education.
- Prior library experience including working in an academic library's Access Services department.
- Prior experience supervising students and/or other staff.
- Experience with Alma circulation and Primo discovery library management systems (ExLibris software).

SPECIAL CONDITIONS:

- Must be willing to work evenings, 8 hours Sunday-Thursday during the academic year. Must be willing to work days, 8 hours Monday-Friday, during academic breaks and summer quarter.
- Must be able to work overtime, occasional holidays, and adjust working hours to meet special jobs. May be called back periodically to perform work as needed on an emergency basis. Must be reliable and flexible to work various shifts (as applicable), including weekends, evenings, and nights, and be willing to switch shifts to meet operational needs.
- Must be able to handle large, heavy books and materials, and maneuver fully loaded book trucks safely.
- Must be able to work in an environment typical of academic libraries, including exposure to dust from books and materials, variable indoor temperatures and ventilation, regular contact with the public, interruptions in a fast-paced environment, and moderate levels of noise.
- Must be able to work in an area where there is frequent traffic, noise and interruption.
- In order to provide materials requested by patrons, must be able to retrieve items from library shelves.
- Must be willing to travel and attend training programs off-site for occasional professional development.
- The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as non-exempt and is subject to overtime provisions of the Fair Labor Standards Act (FLSA).