Staff Position Description

POSITION #:  
UM CLASSIFICATION: Library Assistant  
POSITION TITLE: Access Services Assistant  
DIVISION: Access Services  
DEPARTMENT/UNIT: Circulation  
CREATED/REVISED: 09/12/2015  

EMPLOYEE:  
FLSA STATUS: Non-Exempt

PURPOSE & SCOPE
Primary responsibilities are providing customer service at the circulation desk, assisting patrons with account issues and finding library materials. Additional responsibilities include enforcing entrance policies, collecting the requested books from the stacks (“paging”) and participating in library opening or closing duties. Assist the supervisor in maintaining a scholarly atmosphere within the library building and

This regular, full-time position works Tuesday through Saturday. All staff maybe required to change their shifts as needed by the department. During shortened and summer hours schedule varies from the Fall/Spring. This position may report directly to the Miami Lakes Off-site Facility for some scheduled shifts.

ESSENTIAL DUTIES & RESPONSIBILITIES (include percentages of time)

Provide service at the Circulation & Reserves Service Desks (50%).

- Maintain positive customer relations with library patrons.
- Answer questions regarding Circulation, Reserves, study room reservations and ILL procedures, policies, records and transactions.
- Check in, check out and renew library materials.
- Accept recalls, process traces, and offsite storage requests.
- Check patron ID’s, and issue guest passes.
- Monitor entrance/exit gate adhering to library policies.
- Assist patrons with equipment (e.g. photocopiers, print stations, microfilm machines, etc.).
- Perform basic printer troubleshooting, and report malfunctions to the Systems Support Desk.
- Accept payment of library fines.
- Assist patrons with disputed library encumbrances.
- Assist with library opening and closing duties when applicable.
- Assist with double-checking of materials, and re-shelving or sorting at certain points in the year.
- Report facilities complaints to Facilities Manager or other appropriate departments.
- Ensure that the library entrance and the circulation desk are neat and equipped with the necessary supplies (umbrella bags, calendars, stacks guides, passes, etc.)
- Refer non-department questions to appropriate library department or staff.
- May perform duties at Miami Lakes Off-site storage which may require use of the library van to transport materials between Miami Lakes and UM Libraries.
- May assist with storage facilities collections including retrieval, delivery and re-shelving of requested items. May require be required to retrieve up to 30 pounds from tall library shelving and deliver boxes/materials on push carts containing 50+ pounds.
Assist with Circulation, Reserves & processing duties (20%).
- Process holds and recalls.
- Generate and distribute patron notices.
- Process ILL requests
- Process fines notices, permits, overdue notices, adjusted bills.
- Maintain patron accounts.
- Perform searches for traces, missing and “claims returned” items.
- Create and maintain statistics for department activities (e.g. missing and “claims returned” items).
- Monitor supply levels and order supplies as necessary.
- Maintain updated procedures manuals for processing duty.
- Assist in shelving or sorting returned materials as needed

Communications, Relationships, and Service (No percentage required. Responsibility should be incorporated in total performance)
- Maintain helpful and supportive customer service behavior with all library customers.
- Establish effective and supportive interdepartmental relationships to increase unit effectiveness and disseminate information.
- Communicate frequently and effectively with all university staff, faculty, and administrators in a timely manner regarding procedures, policies, and other necessary information.
- Attend departmental meetings and writes reports as required.
- Participate in library committees and task forces as needed.

Other duties as assigned (10%).
- Assist with Stacks, Reserves, ILL and other library activities as assigned.
- Participate in library committees and teams as needed.

Percentages may vary dependent on service and operational needs of the Unit and Richter Library.

WORKING RELATIONSHIPS

- SUPERVISION RECEIVED
  This position reports to the Circulation Manager.

- SUPERVISION GIVEN
  This individual assists in the supervision of student assistants on an occasional basis in the absence of supervisors

- LEVEL OF CONTACTS
  The individual works with all levels of University and Library staff including faculty, administrators, staff, and students as well as alumni and community users. Within the library, this individual works with all levels of library faculty and staff as well as student employees. In all contacts, the incumbent is expected to be professional and courteous.

QUALIFICATIONS (Education, Experience, Skills, Training, etc)

- High school graduate or equivalent.
- Two years of related experience required or two years of college.
- Typing skills of at least 25 wpm.
- Experience with Microsoft Office or equivalent software including Word, Excel, and Outlook required.
- Strong written and oral communication skills.
- Customer service skills required
- Must be able to lift 30 pounds, push 50+ pounds and reach while on a stool.
- Must have valid Florida driver’s license and a good driving record, as determined from background check.
- Fluency with III system and Circulation Module preferred.