

University of Miami Libraries
Position Description

POSITION #: P00015915
POSITION TITLE: Sr. Library Assistant
WORKING TITLE: Reading Room Coordinator and Operations Assistant
DIVISION: Special Collections
DEPARTMENT/UNIT:
REVISED: 2/8/2016 / 9/25/2017
EMPLOYEE:
RANK/CLASSIFICATION:
FLSA STATUS: Non-exempt

PURPOSE & SCOPE

The Reading Room Attendant and Operations Assistant facilitates and maintains orderly activity in the Special Collections (SC) Reading Room and assists with operational functions in SC.

MAJOR RESPONSIBILITIES & SPECIFIC DUTIES

Reading Room Coordinator duties (60%)

- Coordinates responses to phoned-in, e-mailed, and other reference queries for Special Collections.
- Provides initial reference assistance at the reading room desk and refers researchers to the appropriate SC staff and/or faculty for in-depth services.
- Informs patrons of registration and security procedures/policies.
- Assists researchers in using the Richter Library online public access catalog and other research resources such as finding aids.
- Assists patrons in the use of requested materials in the SC reading room, including the handling of rare books, periodicals, maps, and manuscript materials.
- Staffs the Reading Room service desk and monitors researchers to ensure all follow material handling and security policies.
- Maintains orderliness and functionality of SC reading room desk, supplies, and public service area.
- Keeps track of and maintains security of all collection materials
- Coordinates retrieval of materials from stacks and/or offsite storage locations.
- Secures passes for SC users who need access to other Richter Library collections.
- Routes requests for photocopying and digital reproduction services to students, staff, or the Digital Department.
- Collects fees for reproductions and completes monthly transmittal forms for fees collected.
- Makes record changes in the library catalog, under the direction of the SC librarian.
- Assists patrons, SC, and other Libraries staff with filling out, tracking, and archiving all forms documenting gifts, loans and other transactions common to the operations of the Department.

Operational Services (40%)

- Copy catalogs monographic and serial titles in collaboration with the Special Collections Cataloging and Metadata Librarian. Assists with the accessioning, and arrangement and description of archival collections.
- Gathers, interprets and reports statistical data on research services activities in SC.
- Acts as a liaison with Libraries' System Administration and Support in troubleshooting and maintaining optimum functionality of SC workstations, programs and software

- Uses the SC request management system, to track patron requests and maintain patron transaction records.
- Assists in editing and updating SC website and other online digital projects.
- Acts as a liaison with Facilities to report and follow up on issues concerning SC departmental access, function and security.
- Maintains mailing lists and coordinates with Communications Department to make sure names are being added.
- Monitors and resolves departmental supplies needs.
- Assists librarians and staff with requests for reimbursements.

Communications, Relationships, and Service Applicable towards all duties

- Maintains helpful, courteous, and supportive patron service behavior with all Special Collections visitors.
- Establishes effective interdepartmental relationships to increase unit effectiveness and disseminate information.
- Communicates frequently and effectively with Special Collections staff and other library staff or administration regarding procedures, policies, and other necessary information.

Performs other duties as assigned

SUPERVISORY RELATIONSHIPS

The Reading Room Coordinator and Operations Assistant reports to the Head of Special Collections and supervises assigned student assistants.

QUALIFICATIONS

- Bachelor's degree minimum
- One year relevant work experience in a library or academic setting
- Proficiency with Microsoft Office programs, including Word, Excel, and Access
- Working knowledge of web-editing software and/or HTML/XML

SKILLS

- Excellent organizational and customer service skills
- Excellent oral and written communication skills
- Ability to prioritize work and meet deadlines
- Ability to think analytically and critically
- Aptitude for accuracy and detail
- Aptitude for following standards and local documentation
- Ability to work productively, cooperatively-and cheerfully with colleagues and patrons
- Ability to work independently in a team environment
- Ability to lift 30 pounds, push 40+ pounds, and reach while on a stool
- Ability to work with potentially dusty or dirty materials and materials that have been damaged by mold or mildew.