

**University of Miami**  
**Otto G. Richter Library**

---

**Staff Position Description**

**POSITION #:** P100035591  
**UM CLASSIFICATION:** Senior Library Assistant  
**POSITION TITLE:** Kislak Center Reception/Access Services Specialist  
**DIVISION:** Access Services  
**DEPARTMENT/UNIT:** Circulation  
**CREATED/REVISED:**

**EMPLOYEE:**  
**FLSA STATUS:** Non-Exempt

**PURPOSE & SCOPE**

Primary responsibilities are providing customer service at the Special Collections and Archives (SPARC) reception desk, performing general reception tasks (greeting patrons, registering visitors, etc.), and providing assistance to patrons with visiting Special Collections and Archives, answering ready-reference and directional questions, and providing basic information on accessing materials within SPARC. Responsible for the processing of scholars/patrons/visitors into the reading room ensuring reading room policies are enforced to ensure safety and security of collections. This position may assume responsibility for opening or closing the SPARC reception desk as well as assisting with reading room personnel.

*This regular, full-time position works **Monday through Friday**. All staff maybe required to change their shifts as needed by the department. During shortened and summer hours, schedule varies from the Fall/Spring.*

**ESSENTIAL DUTIES & RESPONSIBILITIES (include percentages of time)**

**Provide service at the SPARC Reception Desk (70%).**

- Maintain positive customer relations with library patrons, visiting researchers and guests.
- Answer questions regarding Special Collections and Archives, access to Richter Library and University Libraries' library procedures, policies, records and transactions, as well as provide general direction and referral for University services.
- Process patrons/guests for entry into the reading room including issuing lockers for personal items, disposal of all food/drinks and advising them of appropriate policies for their visit.
- Check patron ID's and/or guests identification.
- Registration of visitors and issue guest passes.
- Promote the Friends of the Library Program and Richter Visitor Pass Program.
- Processes payments for Friends of the Library and Visitor passes.
- Assist with library opening and closing duties when applicable.
- Report facilities complaints to Facilities Manager or other appropriate departments.
- Ensure that the SPARC entrance and the welcome desk are neat and equipped with the necessary supplies (umbrella bags, calendars, stacks guides, passes, etc.)
- Assist with patron requests for materials including assisting with the Off-Campus Delivery of Special Collections Material.
- Hire, train and supervise student assistants for desk coverage.
- Refer non-department questions to appropriate library department or staff.

**Assist with Reporting Duties (40%).**

- Processes reports of Friends of the Library Program.
- Monitor the Friends of the Library Program including patron communications and renewal monitoring.
- Generate regular reports of the Friends of the Library Program for review.
- Generate Welcome Packages for Friends of the Library.
- Generate and distribute patron notices.
- Maintain patron accounts.
- 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
- 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.

**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%).**

- 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.
- Valid Florida Driver’s License
- 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.
- Fluency with Ex Libris Alma or similar library system preferred.