**Job Title:** Library Information Assistant

**Job ID:** 30215

**Location:** Columbia

**Full/Part Time:** Full-Time

**Regular/Temporary:** Regular

**Hiring Department**

The University Libraries has an immediate opening for a Library Information Assistant in the Health Sciences Library.

**Job Description**

**Circulation Duties**

* **Sierra Circulation:** Perform check out, check in, return receipt, renewal, page, hold, modify hold, cancel hold, transfer holds, recall, and search, create and update item records, update patron records as needed. Clear Hold Shelf daily using Circulation Holds Management and INN Reach functions. Run INN Reach Reports and investigate/remedy problems.
* **MOBIUS:** Perform Visiting patron checkouts. Instruct patrons to self- initiate requests, cancel requests, renew, view checked out items, and determine the status of their requests.
* **MERLIN and MOBIUS Catalogs:** Locate books, journals and other materials in the catalogs, using a variety of search strategies. Determine availability of electronic and/or print copies, status, location, and estimated date of journal arrival.
* **Reserve Duties:** Locate reserve materials for patrons. Provide instruction on using electronic reserves, electronic journals and electronic books, and searching reserve lists in MERLIN. Take requests from faculty for materials to be placed on reserve. Print Reserves – add, delete, and update items and contact instructors as needed. Equipment Reserves – add, delete, and update items as needed.
* **Patron Assistance and Instruction:** Answer directional, basic, and intermediate reference questions and refer patrons to proper sources when necessary.   Assist patrons in locating materials in the library. Explain policies.  Provide instruction on how to use electronic ILL request forms and basic OVID instruction.  Assist patrons via the phone and forwards calls as needed. Instruct patrons how to use scanner.
* **Student Supervision:** Assign tasks and monitor job performance. Provide initial training or follow-up training as requested by Department Head. Assist new employees in learning job tasks. Provide Department Head with a brief summary of student work performance as requested. Track and promptly report all variances in student work attendance to Circulation Head, including late arrivals, early departures, no-shows with notification and no-shows without notification. Report student assistant problems promptly to Circulation Head.
* **Other Circulation Duties:** Receive complaints about noise, overdue, lost or damaged books, and photocopy and pass to Circulation Head or Photocopy Assistant, as appropriate. Report problems with the computers and printers to HSL computer support or Help Desk. Report building problems to the appropriate person. Take head counts. Record statistics. Create monthly gate count statistics report. Send library materials back to the appropriate library. Perform opening and closing procedures for the Circulation Desk, Photocopy and the library. Copy and stock supplies and forms. Make reservations for viewing rooms. Conduct items searches and notify patrons. Clear book drops daily. Maintain orderly appearance of the library; throw away trash, wipe tables, straighten furniture.

**Photocopy Duties**

* Perform department charge, maintain the printer queue, refill paper, toners, and cartridges, and fix paper jams.  Instruct patrons on how to make double-sided copies, change tonality, and reduce and enlarge copies.

**Shelving Duties**

* Sort and shelve books, journals, reserves, reference, media, indexes and bindery materials.  Collect and shelve materials left in photocopy room, study rooms and on tables. Route materials to Technical Services for repair, remarking, etc.  Perform shelf reading and stack maintenance.

**Other Routine Duties**

* Conduct extensive searches for overdue problems, billing problems, missing, lost, on search, in transit, billed, ‘returned too long’ and ‘received too long’ items.  Notify patrons of missing and found items.  Update item status to missing in MERLIN as needed. Physically process additions to course reserves and textbook reserves and add them to the Reserve system in Sierra. Remove reserve items no longer needed and delete the reserve records in Sierra. Replace old editions on reserve with the new editions as they are acquired.  Send paperback items removed from reserve to Technical Services for hardback binding.
* Assist with creation of digital signage.

**Periodic Duties**

* Shift stack materials.  Assist with organization and with management of shifting projects.
* Act as backup in absence of other clerks for such tasks as class reserve, electronic reserve, new book processing, processing mail, processing the notices, etc.
* Act as emergency contact for student workers on nights and weekends.
* Coordinate and implement emergency procedures for the library in response to warnings or in the event of actual emergencies.
* Clean the entry gate fan.
* Attend training, meetings, and workshops.
* Make lighting problem reports.
* Empty humidifier, shred papers and collect recycling.
* Track, organize and clear out Lost and Found items.

**Other duties as assigned.**

**Nature of Work**

* Performs varied tasks within a library setting.
* Focuses on completing work effectively, efficiently, and in a timely fashion.
* Understands how own work impacts others on the team.
* Performs a range of basic/routine tasks in the area(s) of cataloging, acquisitions, circulation, reserve, collection management, interlibrary loan, reference and shelving.
* Operates standard equipment and software used in a library.
* Uses existing procedures to solve routine problems and performs a range/variety of tasks/activities.
* Recognizes and solves typical problems that can occur in own work area without supervisory approval; evaluates and selects solutions from established option.
* Impacts the efficiency and accuracy of own work and begins to impact the work of others.
* Provides information to and exchanges information with appropriate and/or various parties.

**Salary**

Salary Range: $11.54 per hour

Grade: GGS-005

University Title: Library Information Assistant

Internal applicants can determine their grade and university title by accessing the Job Information page through the Additional Employee Info tile in myHR.

**Shift**

40 hours per week, evening and weekend shifts

**Minimum Qualifications**

* A high school diploma and at least 1 year of experience from which comparable knowledge and skills can be acquired is necessary.
* Microsoft Office skills required.
* Ability to move wheeled book trucks weighing up to 50 pounds; shelve materials in alphanumeric order; work at a desk and/or in front of a computer screen for up to 8 hours a day; withstand some exposure to mold and dust; easily traverse stairways.

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|  | **Preferred Qualifications** |

* Strong customer service skills. Demonstrate pleasant and professional demeanor. Excellent interpersonal and communication skills.
* Ability to successfully perform detailed work and effective organization, time management, and prioritizing skills. Strong sense of organization and attention to detail.
* Discretion and attention to issues of confidentiality.
* Health Sciences Library customer service experience desirable. Experience answering health related reference questions desirable.
* Experience shelving National Library of Medicine call numbers desirable.

**Application Deadline**

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|  | Application materials due by Friday, June 7, 2019. |

**Benefit Eligibility**

This position is eligible for University benefits.  The University offers a comprehensive benefits package, including medical, dental and vision plans, retirement, paid time off, and educational fee discounts.  For additional information on University benefits, please visit the Faculty & Staff Benefits website at <http://www.umsystem.edu/totalrewards/benefits>