

Assistant, Senior Library

FLSA Status: Non-Exempt

Pay Grade: 8

Job Title ID: 182501

Job Series/Job Family: Instructional Technology Series / Library Family

Reports To

Head Librarian

Job Purpose

Coordinate circulation services at the library, including circulation desk services, staffing, bookkeeping and training; assist patrons, report/collect usage statistics, and stack and collection maintenance in a highly automated, dynamic and diverse, customer service and teamwork-oriented environment.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Coordinates a team environment to ensure quality customer service to students, faculty and staff.
2. Coordinates and oversees the work of circulation staff including determining priorities, scheduling, assigning, training, and overseeing the completion of work.
3. Reconciles money collected from library fines and fees, creates invoices in college system(s) and submits deposits to Cashier's Office.
4. Assists patrons with directional questions, equipment use, and updating patron information.
5. Opens and/or closes the library.
6. Facilitates circulation services training of full time, part time, hourly, work study and other library employees.
7. Establishes and/or revises work methods, forms, processes or procedures to improve workplace efficiency in both individual and group settings.
8. Assures that circulation task completion meets ACC policies and Instructional Resources & Technology/Library Services (IRT/LS) guidelines by reviewing for accuracy and timely completion. Also assures that workflow meets LS, ACC, and federal standards for maintaining confidentiality of patron information.
9. Compiles and maintains library statistics, such as equipment use, gate count, inventories, repair and service records.
10. Oversees and/or performs delivery of the following roles: periodical collection, reserve collection, special collections, circulation projects, stack maintenance and technology.
11. Monitors maintenance needs and notifies appropriate staff for facilities and/or technical problems.
12. Tracks and troubleshoots issues with library equipment; including computers/laptops, printers, copiers, security gate, and other equipment.
13. In the absence of library manager assists patrons as needed by contacting other ACC libraries.
14. Serves on IRT/LS or ACC teams, committees, or group work projects.
15. Assists the Head Librarian in promoting and implementing library safety and security.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Library proprietary software.

- Current technology practices.
- Office productivity.
- Principles and practices of library operations.

Preferred

- Library operations in a higher education environment.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining effective time management practices, including an established work schedule, possible weekend and evening hours, and/or work at multiple campus locations.
- Using effective oral and written interpersonal and workplace communication skills.
- Coordinating, delegating, and overseeing the work of others.
- Using effective organizational and planning skills with attention to detail, procedures or standards, and task completion, in an individual or group setting.
- Providing superior customer service.
- Researching and locating work-related information and materials in diverse print, web, wiki, and vendor specific/proprietary software environments.
- Training other library employees (paraprofessional and faculty).
- Creating circulation desk employee schedules.
- Problem solving and reporting skills in a variety of settings such as public service desk, individual, or group work settings.
- Interpreting and applying guidelines and instructions in order to resolve workflow issues and patron concerns.
- Maintaining confidentiality of work-related information and materials.
- Establishing and maintaining effective work relationships.
- Handling money including collection of library fines, issuing of receipts, making deposits, and reconciling reports.
- Following and applying ACC, IRT/LS policies and procedures related to property and materials acquisition, movement, and disposal.

Preferred

- Skill with various circulation equipment such as barcode scanners and material sensitizers/desensitizers.

Computer Skills

Required

- Competency with computers, including word processing, spreadsheets, productivity software, proprietary library systems, and equipment.
- Experience with the Internet and organizational systems in the workplace.
- Ability to learn new software applications quickly.

Physical Requirements

Required

- Occasional lifting of objects up to 30 pounds.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling, climbing, and stooping.
- Work is routinely performed in office environments, library public service points, and within library stacks.

Work Experience

Required

- Two years library, or related, work experience.

Preferred

- Work experience in a higher education library circulation department.

Education

Required

- Bachelor's degree.

Other

Required

- Reliable transportation for local area travel, as needed.

Preferred

- Knowledge of ACC Library Services Policy and Procedures Manual, inter-library loan policies and processes. Skill in operating barcode scanner, book sensitizer/desensitizer.
- Knowledge of library reciprocal sharing networks including interlibrary loan and TexShare.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.