

UNIVERSITY OF SOUTHERN CALIFORNIA

Senior Library Assistant - Union

Job Code: 141211

OT Eligible: Yes

Comp Approval: 10/8/2018

JOB SUMMARY:

Coordinates and oversees library circulation, ordering, receiving, processing, cataloging, maintaining and distributing various materials. Supervises circulation, reserve and serials operations in library branches and/or other areas, identifying and analyzing basic service and operational problems. Provides customer service to patrons, including students, faculty, vendors and other internal and external primary users. May conducts inventories, arranges materials and details unorganized collections within established guidelines and/or under supervision. May monitors the library's shelves and physical organization for neatness and necessary shifting. May oversee quality control of integrated library system and external sources, maintaining the bibliographic database, and auditing and correcting entries. Supervises student workers and leads in recruitment, screening, hiring and training, as needed.

JOB ACCOUNTABILITIES:

***E/M/NA % TIME**

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|-------|-------|--|
| _____ | _____ | Coordinates ordering, receiving, processing, cataloging, maintaining and/or distributing various materials. Invoices, problem solves, creates, and maintains complex records, and provides support in acquisitions, bibliographic control, collection preparation, and information services. Ensures that materials are acquired through proper protocols, and assists and collaborates with other teams regarding other cataloging, collections and/or acquisition issues. |
| _____ | _____ | Monitors supplies and equipment, ensuring they are adequately stocked, compiling source and price recommendations of needs, and scheduling and supervising preventative maintenance. Oversees effective placement and cleaning of library furniture, such as chairs, carrels, tables, etc. Assists with exhibits, designing, selecting and installing displays. |
| _____ | _____ | Provides customer service to patrons, including students, faculty, vendors and other internal and external primary users. Answers directional and basic reference questions, comprehensively explains library policies and procedures, resolves problems and assists in the acquisition of library materials. Suggests and/or assists in recovering missing materials after liaising with primary users. Files claims for late, lost, or missing items, and corrects and resolves issues and conflicts in library records. |
| _____ | _____ | Assists with donor relations and acquisitions, supervising completion of archival paperwork, ensuring proper use of collections and protection of copyrights. |
| _____ | _____ | Supervises circulation, reserve and serials operations in library branches and/or other areas, identifying and analyzing basic service and operational problems. Provides routine transactions such as entering and updating patron records, and charging, discharging, renewing, and reserving materials. Oversees enforcement of policies, procedures and fees, mediating fines and making exceptions using sound judgment. |

- _____ _____ Conducts inventories, arranges materials and details unorganized collections within established guidelines and/or under supervision. Performs intricate searches through online and physical files for unusual and specialized materials, and resolves any complex problems found. Consults with proper authorities to make recommendations and when best resolutions may lead to necessary changes to policies and/or procedures. Monitors the library’s shelves and physical organization for neatness and necessary shifting. Maintains and supervises the flow of loading and shelving of new or existing materials, and makes note of problem sections. Prepares items for binding.
- _____ _____ Collects and compiles statistics including patron counts and activity in circulation, collections and acquisitions. Prepares reports regularly and as needed. Identifies materials to be moved to storage based on shelf space and usage data.
- _____ _____ Oversees quality control of integrated library system and external sources, maintaining the bibliographic database, and auditing and correcting entries. Maintains and updates department manuals, assists in establishing and implementing new or revised library policies and procedures, and ensures compliance.
- _____ _____ Supervises student workers and leads in recruitment, screening, hiring and training, as needed. Schedules, assigns and prioritizes workloads daily, ensuring timely completion of unit assignments. Monitors and evaluates performance, providing feedback, counseling, retraining, and setting standards and goals for improvement. Maintains payroll for student workers, auditing and submitting timecards.
- _____ _____ Attends staff meetings and participates in committees and task forces, as assigned.
- _____ _____ Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

***Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

EMERGENCY RESPONSE/RECOVERY:

Essential: No

Yes In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

JOB QUALIFICATIONS:

Minimum Education:

- Associate's degree
- Combined experience/education as substitute for minimum education

Minimum Experience:

2 years

Minimum Field of Expertise:

Thorough knowledge of general library operations, and working knowledge of standard bibliographic and other reference tools. Understanding of library databases, cataloging rules and procedures, and Library of Congress standards. Aptitude for detail and accuracy.

Ability to work under pressure while multi-tasking. Strong commitment to excellent customer service, demonstrated in part by meeting or exceeding all established quality and quantity standards. Required to exhibit an awareness of how their own activities contribute to the whole, and how activities and workflows within their unit mesh with those of others in the organization. Actively participates and positively contributes to the work of teams, partnerships, and committees established in the unit, across units within libraries, or between libraries and external units and organizations. Promotes an atmosphere of collegiality and demonstrates a professional commitment that supports USC's and the libraries' mission and values, resulting in the attainment of stated and strategic operational goals.

Preferred Education:

Bachelor's degree

Preferred Field of Expertise:

Proficiency with library management software/systems. Experience in higher education and/or library environments, and with handling archival materials. Bilingual in English and Spanish, with written and verbal proficiency. Some knowledge of basic web server functions, networking, file system maintenance, HTML and web editing tools.

Skills: Administrative:

- Coordinate work of others
- Establish and/or maintain electronic filing systems
- Understand and apply policies and procedures

Skills: Other:

- Assessment/evaluation
- Customer service
- Human resource process and employment knowledge
- Lead/guidance skills
- Statistical analysis

Skills: Technology:

- Database administration and management
- Microsoft Office Suite
- Use of Integrated Library System (ILS) modules

Supervises: Level:

Supervises student, temporary and/or resource workers.

Comments:

All tasks and job accountabilities for this position are informed by the USC Libraries' vision, mission and values.

SIGNATURES:

Employee: _____ **Date:** _____

Supervisor: _____ **Date:** _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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