Library Assistant - Union

Job Code: 141207

Grade: L1
OT Eligible: Yes
Comp Approval: 1/23/2012

JOB SUMMARY:
Provides public and/or technical library support services. Coordinates, processes, maintains and catalogues library materials, including activities such as receiving, ordering and distributing materials, reconciling invoices, problem solving, and creating and maintaining complex records.
Performs duties in areas such as acquisitions, bibliographic control, collection preparation and maintenance, circulation, and/or information services.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

Catalogues various library materials. Performs library duties such as ordering and receiving new library materials or materials in need of repair, determining repair needed, verifying titles and descriptions of information, displaying materials, performing online receipt and accessioning of materials, processing corresponding invoices, and forwarding materials and/or paperwork as necessary. Links barcodes with bibliographic materials. Returns damaged, defective, or unwanted items to the vendor for credit. Establishes and maintains order records with current data received by vendors, publishers, or other sources. Identifies titles that need to be recatalogued, converted to machine-readable form, or reclassified. Processes materials for binding or performs all aspects of library materials repair, as needed.

Verifies holdings by checking shelves and recording captions, patterns, frequency and holdings of each title. Updates changes in data. Notes changes not appearing in the bibliographic record. Notes missing items in holdings. Notifies the appropriate areas of changes and new titles. Notifies concerned parties of relevant and significant changes to serials records, including changes in serial frequency. Audits, maintains, and updates title lists in the bibliographic record. Processes withdrawals and transfers.

Creates, edits, deletes, maintains, and verifies materials records in the integrated University library database. Attaches correct bibliographic records to new holding information following established guidelines. Corrects errors and supplies missing information. Audits holdings record to ensure accurate information in the database. Review and correct broken URL links for bibliographic records in the local utility.

Performs searches in the integrated University library database and/or other related systems to locate a variety of materials, products, and/or information such as purchase order requests received from selectors, current or recent imprints, existing holding, older materials, new preservation products, added copies or volumes, uncatalogued items, etc. Maintains statistics and prepares reports on times searched, etc., as requested.

Liaises with vendors and subscription agents in resolving problems arising from unpaid or missing invoices, incomplete shipments, price changes, or unfilled orders. Maintains regular contact with vendors and develops professional relationships.
Audits purchase order requests against existing holdings to avoid duplication. Processes and approves incoming invoices for payment. Verifies and reconciles purchase order numbers, funding codes, charges, and sales tax. Maintains accurate, detailed records of all shipments, invoices, credit memos, and correspondence. Forwards billing information to the appropriate department for payment.

Shelves or re-shelves library materials as needed. Processes paperwork for the withdrawal of designated library materials. Assists in the processing of gift items. Assists library staff with assigning items to storage facilities.

Transfers/sends requested library materials. Verifies requestor's eligibility for library services. Interacts with patrons by phone or in writing regarding requested materials. Maintains information on patron records. Mails materials and overdue notices as needed. Searches holdings and verifies item's availability. Maintains accurate transaction records. Insures all materials are returned to the owning library, and all records are cleared.

Provides excellent customer service. Issues library cards and updates borrower records. Charges and discharges library materials and provides directional and general information to patrons and helps patrons locate library materials. Assists faculty, staff, students, branch libraries, publishers and the general public with requests for information or problem resolution. Refers questions concerning special items to appropriate librarians.

Leads student workers as assigned. Trains and provides additional instruction as required. Schedules, assigns, and prioritizes workloads on a daily basis. Ensures timely completion of unit's work.

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  
- [x] 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:**

- High school or equivalent
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 2 years
- Combined education/experience as substitute for minimum experience
Minimum Field of Expertise:
Thorough knowledge of general library operations. Understanding of library databases and Library of Congress standards. General knowledge of department and library activities, policies, and procedures. Working knowledge of standard bibliographic and other reference tools. Ability to use online integrated systems. Ability to work under pressure at a variety of tasks.

Preferred Education:
Bachelor's degree
Combined experience/education as substitute for minimum education

Preferred Experience:
2 years

Skills: Administrative:
Assemble and coordinate manuscripts
Balance figures
Communicate with others to gather information
Coordinate work of others
Customer service
Establish filing systems
Establish records
Gather data
Input data
Maintain filing systems
Maintain records
Prioritize different projects
Research information
Understand and apply policies and procedures
Use computerized spreadsheets
Use database and/or word processing software
Verify calculations

Skills: Other:
Assessment/evaluation
Problem identification and resolution
Scheduling
Teaching/training

Skills: Machine/Equipment:
Calculator
Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
Personal computer
Photocopier

Supervises: Level:
May supervise student, temporary and/or resource workers.
Comments:

Must exhibit a 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 other units in the organization. Participates actively and contributes positively to the work of teams, partnerships, and committees which have been established in the unit, across units within libraries, or between the libraries and external units and organizations. Promotes an atmosphere of collegiality and demonstrates a professional commitment which supports the University’s and libraries’ mission and values, and results in the attainment of stated and strategic and operational goals.

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.

The University of Southern California is an Equal Opportunity Employer