UNIVERSITY OF SOUTHERN CALIFORNIA

Senior Library Assistant - Union

Job Code: 141211

Grade: L2
OT Eligible: Yes
Comp Approval: 1/23/2012

JOB SUMMARY:
Provides advanced and/or specialized library support services and technical expertise. Has responsibility for various library support functions such as coordinating circulation, circulation, and/or other library areas, coordinating maintenance and binding of library materials, processing archival collections, providing reference services, performing database maintenance, and coordinating clerical functions of the library. Performs advanced duties in areas such as acquisitions, bibliographic control, collection preparation and maintenance, circulation, and/or information services. Ensures compliance with library policies and procedures and recommends policies and procedures as needed. May provide leadership and guidance to student workers.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

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Supervises the circulation, reserve, and serials operations and/or other library areas. Identifies and analyzes basic service and operational problems. Maintains the physical environment of the circulation desk or other library areas. Identifies and follows up on any repairs to the physical facilities. Ensures that library supplies and materials are adequately stocked. Compiles source and price recommendations of supply and equipment needs. Monitors all library equipment. Schedules and supervises the preventive maintenance and cleaning of equipment. Monitors and maintains the effective placement of library furniture such as chairs, carrels, tables, etc.

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Provides customer service to library patrons, faculty, and other primary users, including answering questions, resolving problems, and assisting in the acquisition of library materials. Provides comprehensive explanations of library policies and procedures. Makes exceptions to policies, procedures, and fees. Answers directional and basic reference questions. May provide routine circulation transactions such as charging, renewing, discharging, registering, and updating and entering patron records. May place holds and recall materials on loan. May act as a liaison with Bookstore to obtain copyright clearance and photocopies of acceptable quantity. Suggests and/or assists in acquiring missing materials after liaising with faculty and other primary users. Provides assistance to other teams on cataloging and/or acquisition issues.

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Oversees collection(s), including all processing, check-in, claiming, and preparing materials for binding. Maintains shelf list files. Corrects conflicting records, resolves record problems. Consults with the proper authority when resolution to a problem may result in precedent setting changes to policies and/or procedures. Makes recommendations and implements procedural changes to remedy processing problems. Arranges materials, conducts inventories and describes unorganized collections within established guidelines and/or under supervision. Files claims for late, lost, or missing materials. Resolves complex problems related to handling of unusual and specialized materials. Performs complex searching in online and manual files for unusual and specialized materials.
Monitors the physical organization of the library including assessing shelf arrangement, and overseeing shelving, collection shifts, and shelf reading. Maintains and supervises the flow of loading and shelving of new or existing materials. Monitors the library for neatness and necessary shifting. Identifies library materials for storage based on shelf space and identifiable use in the collection(s). Supervises the searching of materials reported as missing. Follows established procedures for handling found and not found items. Notifies patrons of search results and records results in database. Identifies problem sections needing maintenance. Assists in planning for future expansion as needed.

Assists in establishing and implementing new or revised library policies and procedures. Ensures compliance with library policies and procedures. Maintains and updates departmental manuals.

Oversees enforcement of library’s fine policies and procedures. Reviews and reconciles financial statement and library’s payment and waiving log. Mediates fines and other circulation problems. Accepts and searches patron “claims returned” issues according to set procedures.

Oversees the quality control of the library’s entries in the database(s). Audits entries and makes appropriate corrections. Maintains the bibliographic database in the library’s automated system by reviewing reports generated by the system and correcting library records as necessary. Handles updating patron record and undelivered patron overdue notices, if appropriate.

Prepares materials for binding. Coordinates the conservation, record keeping and replacement for materials requiring repair, rebinding or labeling. Performs routine maintenance of collections.

Provides leadership and guidance to student workers as needed. Assists in recruitment, screening, hiring, and training as needed. Assesses staffing needs and makes recommendations. Schedules, assigns and prioritizes workloads on a daily basis. Ensures timely completion of unit’s work.


Maintains payroll and timekeeping records for student assistants. Audits and submits time cards. Investigates pay related discrepancies or problems.

Collects and compiles library statistics such as tabulating patron count, circulation, shelving, etc. Prepares statistical reports on a regular basis and as needed.

Assists with donor relations and acquisitions. Ensures proper use of collection(s), in regards to protecting copyright and other legal and donor restrictions. Supervises completion of archival usage forms.

Assists with materials for exhibits. Designs, selects, and installs displays and compiles descriptive notes.

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
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. Working knowledge of standard bibliographic and other reference tools. General knowledge of department and library activities, policies, and procedures. Ability to work under pressure at a variety of tasks. Aptitude for detail and accuracy. Understanding of cataloging rules and procedures. Ability to train and supervise student assistants.

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

**Skills: Administrative:**
- Assemble and coordinate manuscripts
- Balance figures
- Communicate with others to gather information
- Coordinate work of others
- Customer service
- Develop office procedures
- 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:
Supervises 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.

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