Position Details

Position Information

<table>
<thead>
<tr>
<th>Posting Number</th>
<th>C341P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quick Link for Posting</td>
<td><a href="http://jobs.uark.edu:80/postings/11862">http://jobs.uark.edu:80/postings/11862</a></td>
</tr>
<tr>
<td>Working Title</td>
<td>User Services Technician</td>
</tr>
<tr>
<td>Position Number</td>
<td>12480</td>
</tr>
<tr>
<td>Department</td>
<td>University Libraries User Experience Periodicals</td>
</tr>
</tbody>
</table>

About the University

Founded in 1871 as a land grant institution, the University of Arkansas is classified by the Carnegie Foundation among the top two percent of universities in the nation with the highest level of research activity. Ten colleges and schools serve 26,000 students with more than 210 academic programs. University of Arkansas students earn nationally competitive awards at an impressive rate and represent 50 states and more than 120 countries.

Located in the stunning Ozark Mountains of northwest Arkansas, Fayetteville is home to the University of Arkansas campus, known for its spectacular views and ample green spaces. Fayetteville is considered one of the country’s finest college towns, and the surrounding northwest Arkansas region is regularly ranked one of the best places to live in the U.S. Some of the nation’s best outdoor amenities and most spectacular hiking trails are within a short drive of campus.

As an employer, the University of Arkansas offers a vibrant work environment and a workplace culture that promotes a healthy work-life balance. The benefits package includes university contributions to health, dental, life and disability insurance, tuition waivers for employees and their families, 12 official holidays, immediate leave accrual, and a choice of retirement programs with university contributions ranging from 5 to 14% of employee salary.

About the College/Department

The University Libraries system is comprised of David W. Mullins (main) Library, the Physics Library, the Chemistry and Biochemistry Library, the Fine Arts Library, and the Robert A. and Vivian Young Law Library. Combined holdings number over 2 million volumes. The libraries participate in the Greater Western Library Alliance, the Center for Research Libraries, and other state and national consortia. Library personnel (FTE) include 59 faculty and professional staff, 67 support staff, and 27 student assistants.

Department Home Page

[http://libraries.uark.edu/](http://libraries.uark.edu/)

Job Type

Staff

Summary of Job Duties

The User Services Technician provides technical assistance and general patron service primarily in the periodicals room, but also at other user services department service desks. This position will maintain copiers and microform readers and assist patrons in using machines and solving problems with copy cards, Razorbucks, and other devices. The User Services Technician compiles statistics for monthly reports; assists with processing course reserves, including e-reserves and document delivery items; and will update catalog records or create on-the-fly records as needed. This position will assist with collection maintenance activities of the periodicals room and the reference collection: sorting, filing, and shelving. This position will report to the User Experience Coordinator.

Minimum Qualifications

Please ensure that all relevant application materials include details addressing the minimum qualifications. Applicants not meeting the minimum qualifications will be disqualified from consideration.

- The formal education equivalent of a high school diploma
- Two years of experience in a library environment

Applicable equivalencies may be considered.
<table>
<thead>
<tr>
<th>Does this job require any license(s)/certification(s)?</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>If yes, please specify</td>
<td>N/A</td>
</tr>
</tbody>
</table>
| **Preferred Qualifications** | Relevant library experience  
| | Experience using computer databases and an integrated library system, preferably Sierra  
| | Demonstrated experience troubleshooting office equipment malfunctions |
| **Knowledge, Skills and Abilities (KSAs)** | Excellent communication, organizational, and customer service skills  
| | Demonstrated ability to work with a diverse clientele  
| | Demonstrated attention to detail  
| | Intermediate proficiency with Microsoft Office |
| **Physical activities associated with this position** | For questions regarding reasonable accommodations please contact the Office of Equal Opportunity and Compliance 479-575-4019.  
| | Occasionally:  
| | • Lifting  
| | • Pulling  
| | • Sharps  
| | • Sitting  
| | • Standing  
| | • Stooping  
| | Frequently:  
| | • Manipulate items with fingers, including keyboarding  
| | • Grasping  
| | • Hearing  
| | • Pushing  
| | • Reaching  
| | • Repetitive motion  
| | • Talking  
| | • Walking  

*The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; and/or visual inspection at distances close to the eyes.*

<table>
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<tr>
<th><strong>Physical Conditions</strong></th>
<th>None. The worker is not substantially exposed to adverse environmental conditions (such as in typical office or administrative work).</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Work Schedule</strong></td>
<td>Sunday - Thursday, 12:00 p.m. – 9:00 p.m.</td>
</tr>
<tr>
<td><strong>Overtime Eligible</strong></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Is this position weather/event essential?</strong></td>
<td>No</td>
</tr>
</tbody>
</table>

*If yes, the employee in this position will report to work at the scheduled time when the University is closed due to inclement conditions.*

<table>
<thead>
<tr>
<th><strong>Work Location/Building</strong></th>
<th>Fayetteville Campus - Mullins Library - User Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Benefits Eligible</strong></td>
<td>Yes</td>
</tr>
<tr>
<td><strong>Appointment Percent</strong></td>
<td>100</td>
</tr>
<tr>
<td><strong>Salary</strong></td>
<td>$21,827</td>
</tr>
<tr>
<td><strong>Pay Grade Level</strong></td>
<td>C109</td>
</tr>
</tbody>
</table>
Does this Position require a Motor Vehicle Reports Check?  
No

Does this position require a background check?  
No

If yes, please specify

Does this position require a substance abuse test?  
No

Pre-employment Screening Requirements

Posting Detail Information

Future Open Date  
02/02/2016

Close Date  
02/16/2016

Open Until Filled  
No

Anticipated Start Date

Anticipated End Date (for temporary appointments)

Recruitment Contact Information  
Kathy Riggle  
Library Human Resources Manager  
University of Arkansas Libraries  
365 N. McIlroy Avenue  
Fayetteville, AR 72701-4002  
Phone: (479) 575-3080  
Fax: (479) 575-4623  
Email: libhrofc@uark.edu

All application materials must be uploaded to the U of A’s employment system at jobs.uark.edu. Please do not send to listed recruitment contact.

Special Instructions Summary

Hiring Location  
222 Administration Building Fayetteville, AR 72701.

Internal Posting  
No

Supplemental Questions

Required fields are indicated with an asterisk (*).

1. * What is your highest level of education?
   - Less than high school diploma or equivalent
   - High School graduate or equivalent
   - Some college
   - 1 year of college
   - 2 or more years of college

2. * How many years of library experience do you have?
   - No library experience
   - Less than 1 year
   - At least 1 year, but less than 2
   - 2 or more years

3. * Please describe your library and periodicals experience, including years of experience and average hours worked per week.  
(Open Ended Question)
4. * Please describe your experience using Innovative Interfaces/Millennium/Sierra or a comparable library software.
   (Open Ended Question)

5. * Please describe your experience working with databases.
   (Open Ended Question)

6. * Please describe your experience troubleshooting office equipment malfunctions.
   (Open Ended Question)

7. * Please describe your customer service philosophy.
   (Open Ended Question)

8. * Please describe your proficiency with Microsoft Office.
   (Open Ended Question)

Documents Needed to Apply

Required Documents

Optional Documents

1. Resume
2. Cover Letter/Letter of Application
3. List of three Professional References (name, title, email address and contact number)