

LIBRARY ASSISTANT 1 (*UA Clerical Assistant 1*)

General description. Perform general clerical/office duties that require basic skills and training, and average responsibility. Generally routine, repetitive tasks that follow standardized methods and procedures; supervision is generally, usually available. May work nights and/or weekends with minimal supervision. Problem-solving questions or situations are forwarded to the supervisor. Limited use of and sharing of confidential library information. Typing/keyboarding experience; other skills/procedures learned on the job. No prior experience or specialized education required.

Examples of Duties

Desk Coverage and Customer Interactions

- Provide general desk coverage
- Refer patrons using the "Principles of Referral"
- Relieve personnel at East desk
- Address patron complaints
- Check/reply to email as appropriate to the position
- Enforce library regulations
- Engage in directional transactions
- Identify call number locations and direct patrons to them
- Perform basic circulation
- Assist patrons with ILL pickups and drop-offs
- Assist patrons with setting up and using ILLiad accounts
- Assist patrons with finding paper reserves and electronic reserves
- Assist patrons with using computer and other equipment
- Provide basic reference service
- Provide basic telephone service (information, refer, transfer, hold, retrieve voicemail)
- Provide general office assistance
- Accept items for Lost and Found
- Locate online materials

Processing and Databases

- Record service statistics in accordance with departmental policies
- Perform routine filing
- Process patron requests
- Determine borrowing library's agreement status (ILL)
- Provide call numbers on ILL requests for non-online articles
- Search ILL requests
- Perform basic editing, word processing, data entry
- Update end-range shelf list postings
- Be familiar with public and staff Web pages of the Libraries
- Gather equipment use statistics
- File microforms, maps, patron bills
- Weed/recycle newspapers
- Compare shipping lists/receipts (excluding binding)
- Pull shelvest cards
- Search ILS to see if gifts or other editions of gifts are already owned
- Check count of binding batch tickets/pieces

- Unpack binding cartons and place in call number order
- Select appropriate ILL shipping method
- Check interlibrary loan fee management billing status
- Process ILL requests
- Sort government documents shipments into monographs and serials
- Check shelf inventory

Equipment

- Scan materials for electronic reserves, ILL, internal use, etc.
- Operate flatbed, book or other scanners
- Stock machines with paper or other medium
- Clear paper (or other medium) jams
- Add toner
- Perform basic photocopy functions
- Set up and use media equipment and/or assist patrons with same
- Turn on, log on, operate, shut down computers
- Use computer and peripherals for standard ILS functions and other software
- Perform basic equipment cleaning (dusting, wiping down, etc.)
- Assist patrons with operating microform machines
- Operate Razorback\$ dispenser

Physical

- Clear book drops
- Make internal/external pick-ups or deliveries
- Retrieve and re-shelve materials from compact storage, remote storage, or other locations
- Retrieve non-book materials
- Make minor book repairs
- Pull materials for reserve or ILL
- Insert errata sheets
- Sort mail
- Transfer, sort, shelve, straighten and shift materials
- Shelf-read materials
- Assist with moving furniture, shelving, equipment, etc.
- Search claims-returned
- Tip in material for binding
- Physical application (no database linking) of barcodes, labels, property stamps, security strips, notices of circulation restrictions, etc.
- Change new book displays

LIBRARY ASSISTANT 2 (*UA Clerical Assistant 1*)

General description. Tasks require more specialized and advanced skills, training, responsibility, and judgment; minimal supervision and direction; may work without supervision; may supervise and/or train other Library Assistants on related tasks. Requires analytical and organizational patterns of thought with attention to detail; exercises judgment, with moderate to high degree of independence. General requirements: experience working in a library or other setting directly relevant to the duties; knowledge of and/or experience with cash handling, general library procedures, typing/keyboarding, spreadsheets, or databases. Experience in training and/or directing the work of others may be required. Information technology experience may be required, for example, installing and maintaining workstations and providing technical support for software.

Examples of Duties

Desk Coverage and Customer Interactions

- Perform advanced circulation functions
- Provide moderate level of reference assistance
- Perform basic fine collection (no cash register duties)
- Operate cash register and handle money
- Call emergency personnel regarding elevator, building, security, medical, or other emergencies
- Alert departments regarding emergencies and evacuation of building
- Provide detailed or subject-related information over the telephone
- Make operational/functional decisions as needed

Processing and Databases

- Post fines to patron records
- Create and/or update InfoLinks records, for example, item or brief bibliographic records
- Create spreadsheets
- Perform advanced data entry
- Compile statistics
- Enter data in databases other than InfoLinks
- Process items (database records) for bindery
- Process new materials
- Conduct more complex word processing (creating documents, editing, reports)
- Verify bibliographic citations, check indexes, search ILS, or conduct other research for collection mgmt.
- Correct/edit serial volume designations
- Place holds, recalls, searches, pages
- Maintain service logs

Equipment

- Set up computer operating systems, software, and hardware
- Install, maintain, repair, and/or trouble-shoot computer equipment
- Assist with computer hardware or furniture inventory
- Use Ariel, Adobe, or other specialized software
- Make multimedia recordings for other departments

Additional Responsibilities

Train, direct, monitor, and/or supervise work of other Library Assistants on a regular basis
Work without supervision, including on nights and/or weekends, on a regular basis
Open or close department or library on nights or weekends on a regular basis

LIBRARY ASSISTANT 3 (*various UA position titles*)

General description. Perform complex tasks that require extensive and specific skills, advanced training, responsibility, expertise, and experience; predominantly original and creative; independent judgment; minimal supervision; work may be specialized in nature; may work independently or on project teams; may supervise work of others. Oversee and/or execute projects requiring independent judgment and specialized skills and/or background experience, training, or knowledge.

Examples of Duties

- Cover reference desk
- Perform in-depth reference searches
- Assist in Dean's Office
- Assist in processing collections in Special Collections
- Assist in creating finding aids (Special Collections)
- Transcribe recorded materials
- Edit transcribed materials
- Complete graphic design work
- Work on special projects related to grants, etc.
- Provide advanced computer support
- Translate foreign languages
- Assist with complex issues related to reference and bibliographic questions requiring specialized skill or knowledge
- Demonstrate knowledge of subject-specific or specialized databases or software
- Create, edit, and maintain advanced (complex) Web pages/sites
- Assist with computer tape maintenance and routine programming
- Perform copy cataloging using LC copy
- Search OCLC and download records
- Arrange historical records
- Develop online or other exhibits

6/25/15