



USC University of
Southern California

Senior Library Assistant - Union Job Description

JOB INFORMATION

<i>Job Code:</i>	141211
<i>Job Title:</i>	Senior Library Assistant - Union
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	Supervises student, temporary and/or resource workers.
<i>Job Family:</i>	Library Staff (Union)
<i>Job Family Group:</i>	Libraries
<i>Management Level:</i>	7 Individual Contributor

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 conduct inventories, arranges materials and details unorganized collections within established guidelines and/or under supervision. May monitor 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 QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Associate's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Thorough knowledge of general library operations, and working knowledge of standard bibliographic and other reference tools.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Understanding of library databases, cataloging rules and procedures, and Library of Congress standards.
X		Aptitude for detail and accuracy.
X		Ability to work under pressure while multi-tasking.
X		Strong commitment to excellent customer service, demonstrated in part by meeting or exceeding all established quality and quantity standards.
X		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.
X		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.
X		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.
	X	Proficiency with library management software/systems.
	X	Experience in higher education and/or library environments, and with handling archival materials.
	X	Bilingual in English and Spanish, with written and oral proficiency.
	X	Some knowledge of basic web server functions, networking, file system maintenance, HTML and web editing tools.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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 (e.g., chairs, carrels, tables). 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.				

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
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.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	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.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job.