



July 2017

**University of San Francisco, Zief Law Library
Library Assistant V**

Position Description:

Under the direct supervision of the Head of Collection Services, the Library Assistant V coordinates and oversees the law library's circulation and access services desk during the library's operating hours. Candidates must be willing to work a flexible schedule; some evening and weekend coverage may be required.

Duties:

- Provides friendly, high-quality, and consistent customer service to law library patrons and the greater USF community under the direction of the Head of Collection Services.
- Maintains in-depth knowledge of library policies and services, explaining and enforcing library policies as necessary.
- Under supervision of the Head of Collection Services, schedules adequate staff and students for circulation desk services coverage.
- Responsible for circulation services in absence of Head of Collection Services.
- Trains and furnishes day-to-day supervision of all full-time circulation desk staff.
- Participates in interviewing and recommending candidates for vacant departmental positions. Assists Head of Collection Services in completing the hiring process.
- Oversees the hiring, training, and supervision of student employees. Maintains currency and accuracy of all training manuals and circulation desk documents.
- Prepares student employee payroll forms and maintains a working knowledge of the University's Human Resources systems.

- Monitors and audits student employees' hours. Maintains working relationship with Payroll and HR in order to monitor student employment policies and issues. Acts as the point person for student eTimesheets.
- Completes student employee performance review process.
- Maintains a working knowledge of the University's information systems (e.g. Banner) as necessary to provide patron services.
- Oversees the law library's special access card program for non-alumni attorney patrons, working to ensure timely and accurate processing of patron applications.
- Oversees group study room reservations, course reserves, inter-library loan, and other document delivery services.
- Sends patron notices (e.g., overdue book notices, fines, etc.) in a timely manner.
- Collects statistical information on library usage and prepares statistical reports upon request from library management.
- Assists library management with the development and implementation of policies and services that maximize patron access to library materials and resources.
- Answers patrons' directional and basic research questions, referring more complex questions to research librarians.
- Handles updates to the law library's web pages, ensuring that information is current. Troubleshoots website issues with University Communications personnel.
- Other projects and duties as assigned.

Required Qualifications: Four years of higher education (120 units) or equivalent and five years' experience in a number of library operations. Strong leadership, managerial, interpersonal, organizational, and verbal and written communication skills are essential. The ability to work independently and exercise good judgment are also required. Candidates must be able to communicate effectively and tactfully with faculty, students, and staff. Must be able to delegate work effectively. Must be able to train and motivate student and full-time employees. Must demonstrate ability to learn and accurately interpret policies and procedures. Proficient with personal computers, including programs such as Word, Excel and PowerPoint.

Preferred Qualifications: Supervisory experience in an academic library. Previous experience using Innovative Interfaces and web-editing software. Familiarity with legal research resources.

Required Hours: Typical hours will be 8 am to 4 pm, Monday through Friday. Hours are subject to change during holiday interim, intersession, summer session, and final examination periods and in case of absence of personnel.

To apply, submit the following on the University of San Francisco's job website <https://www.usfjobs.com/postings/12549>: 1) a cover letter addressed to Shannon Burchard, Head of Collection Services; and 2) a resume. Review of applications will begin immediately. Applications will be accepted until the position is filled.

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