

The University of Texas at San Antonio

Job Description

Job Title: Library Services Assistant III
Code: 18076
Salary Grade: 56
FLSA Status: Non-Exempt
Department/Division: UTSA Libraries, Access Services
Reports To: Library Services Assistant IV or Library Services Manager

Summary

- **Function:** To administer services to students, faculty, staff, and community patrons within the Libraries by serving as a facilitator for reference and resource discovery, collections access, circulation, and library academic support services. Responsible for overseeing student use of the study spaces and equipment throughout the library to promote a safe and secure learning environment.
- **Scope:** Responsible for understanding and responding to the needs of students and other library users regarding the use of library resources. Interprets library policies and procedures as they apply to students, other library users, and team members. Communicates needs of students and other library users to the appropriate manager.

Duties

- **Typical:**
 1. Participates as member of Library Public Services team at the service desks and throughout the libraries to provide quality customer service. This includes tracking and reporting quantity and quality of contacts with students, faculty, and other library users through service desk, roving, phone, chat and email interactions.
 2. Responsible for interacting with students and other library users for problem-solving, providing information regarding library resources and services, counseling students on policies and procedures, and demonstrating the use of the library web site and online scholarly resources, as well as the use of equipment throughout the libraries. Contact is through service desk, roving, phones, chat, and emails.
 3. Serve as a problem-solver to students and other library users who have experienced difficulties in any phase of reference, collections access, circulation,

use of library services and facilities, or the library patron account (holds, fines, and fees) process. Takes action to process complaints presented by students, faculty and other library users. Refers patrons in an appropriate manner when necessary to provide quality customer service.

4. Process faculty requests to place materials on reserve and patrons requests for access to material held off campus or in protected locations; registers community borrowers; updates and maintains patron borrowing records. Work with staff across the Libraries to facilitate the smooth transfer of materials to serve patron requests. Deliver materials to faculty patrons as per library policies.
 5. Maintain knowledge of current processes and procedures of collections access, circulation, library academic support, and technology as well as relevant institutional regulations to adequately advise and assist students, other library users, and team members.
 6. Attends meetings and serves on committees to ensure that the needs of the unit are met.
 7. Accepts payments for overdue fines and charges for lost materials; resolves patron account question or assists patrons with the appropriate process for resolution; maintains knowledge of fiscal services billing and charge procedures.
 8. Assists in the maintenance and oversight of library collections, equipment, and facilities.
- Periodic:
 1. Serves on functional and cross-functional teams.
 2. Participates in individual and team professional development.
 3. Other duties as assigned.

Education

| Required | Preferred |
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| High school graduation or GED | Bachelor's Degree or other specialized training or knowledge. |

Other Requirements

| Required | Preferred |
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| Some positions require a valid Texas State driver's license and approval to drive UTSA vehicles. | N/A |
| Excellent interpersonal skills. | |
| Strong oral and written communication skills. | |
| Experience working in teams or evidence of flexibility and adaptability. | |
| Criminal Background Check (CBC) | |

Experience

| Required | Preferred |
|--|------------------|
| Four years of customer or library services experience. | N/A |

Equipment

| Required | Possible |
|---|---|
| Ability to learn to learn software/hardware or other special equipment and tools used in unit operations to which assigned. | Experience in software/hardware or other special equipment and tools used in unit operations to which assigned. |

Working Conditions

| Usual | Special |
|---|---|
| Schedule is subject to the shift assigned to. | Some positions require night and/or weekend work. Overtime may be required during peak periods. May be assigned to cover night shift for 24/7 library extended hours during finals and some holidays. |
| Requires the ability to lift items weighing up to 12 lbs. (laptop computer with case); reaching, bending, lifting, referencing print, microform documents, computer files and using microform readers, special equipment and tools. May include exposure to book mold and dust. | |

Supervision

| Received | Given |
|--|--------------------------------|
| General supervision received from Library Services Assistant IV or Library Services Manager. | May supervise student workers. |

Accuracy

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| Proficiency in all phases of the duties performed. |
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Security Sensitive

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| Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code. |
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Internal Control

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| Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with. |
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