

The University of Texas at San Antonio

Job Description

Job Title: Library Services Assistant II
Code: 18077
Salary Grade: 54
FLSA Status: Non-Exempt
Department/Division: Access Services, JPL; Downtown Campus Library
Reports To: Library Services Assistant IV or Library Services Manager

Summary

- **Function:** To provide a high level of customer service to library patrons including handling library materials, facilities, and equipment transactions, answering inquiries regarding borrowing privileges and fines, and assisting patrons in the use of library services and resources. Provides intermediate-level reference assistance. Re-shelves books and equipment.
- **Scope:** Responsible for performing duties requiring mid-level operational skills, independent judgment, and general knowledge of public services practices and procedures. Working hours vary depending on the assigned shift to accommodate the library's 24/5, weekend, and holiday hours.

Duties

- **Typical:**
 1. Handles circulation transactions including checking in and out materials and equipment.
 2. Assists patrons with library fines, renewals, reserves, and other services throughout the library facility.
 3. Accesses the library's circulation system to handle transactions and create/access patron records.
 4. Monitors the library facility and reports equipment, security, and repair needs to ensure a safe and secure learning environment.
 5. Provides instruction to enable students and other patrons to use library databases and discovery tools.
 6. Answers questions regarding directions and library resources and services. Contact is through service desk, roving, phone, and chat.
 7. Provides intermediate-level reference assistance.
 8. Re-shelves books and equipment.
 9. Assists with special projects.

- **Periodic:**
 1. May act in the place of lower level staff within the unit as needed.
 2. May act in the place of a Library Services Assistant III or other staff member in his/her absence when needed.
 3. Other duties as assigned.

Education

Required	Preferred
High School graduation or GED	Bachelor's degree

Other Requirements

Required	Preferred
Some positions require a valid Texas State driver's license and approved 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
Two years of customer or library services experience.	N/A

Equipment

Required	Possible
Ability to learn to operate equipment used in the unit operation to which assigned.	Experience using software/hardware or other special equipment and tools used within the department.

Working Conditions

Usual	Special
Schedule depends on the assigned shift. Some positions require night and/or weekend work.	Schedule will include some holidays and extended library hours during finals. As customers' needs change, hours may change.
Requires the ability to lift items weighing up to 12 lbs.; 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 from Library Services Assistant IV or Library Services Manager. Generally given decision making authority within the limits of routines and their application.	May supervise Library Services Assistant I positions and/or student assistants.

Accuracy

Proficiency in all phases of the duties performed.

Security Sensitive

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.

Internal Control

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.