

The University of Texas at San Antonio

Job Description

Job Title: Library Services Assistant IV
Code: 18075
Salary Grade: 57
FLSA Status: Exempt
Department/Division: Access Services, Public Services Division - UTSA Libraries
Reports To: Library Services Manager or Department Head

Summary

- **Function:** To administer services to students within the Library by serving as an advisor for reference and resource discovery, collections access, circulation, and library academic support service, and to directly serve as team leader/immediate supervisor to public services staff. Responsible for overseeing student use of the study spaces and equipment throughout the library to promote a safe and secure learning environment. Serve as a liaison between the library, students, and other campus departments.
- **Scope:** Responsible for decision-making processes requiring initiative and judgment by responding to individual needs of students and department. Responsible for organizing and supervising the work of a service team providing comprehensive reference, collections access, circulation, library academic support, and technology service to students. Interprets library policies and procedures as they apply to students and team members.

Duties

- **Typical:**
 1. Supervise team members of Library Public Services to ensure quality customer service. This includes hiring, training, supervising, and completing annual performance evaluations of a team of full-time employees.
 2. Responsible for interacting with students 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 databases. This includes tracking and reporting quantity and quality of student contacts through service desk, roving, phone, chat, and email. Contact is through service desk, roving, phones, chat, and emails.
 3. Serve as a problem-solver to students 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 and faculty.

4. Processes faculty requests to place materials on reserve and patron requests for access to material held off campus; registers community borrowers; updates and maintains patron borrowing records.
5. Responsible for dissemination of reference, collections access, circulation, library academic support, and technology service information to team members.
6. Maintain knowledge of current processes and procedures of reference, collections access, circulation, library academic support, and technology as well as relevant institutional regulations to adequately advise and assist students and team members.
7. Attends meetings and serves on committees to ensure that the needs of the unit are met.
8. Accepts payments for overdue fines and charges for lost materials; resolves patron account questions referred by team members; maintains knowledge of fiscal services billing and charge processes.

• **Periodic:**

1. Serves on functional and cross-functional teams.
2. Participates in individual professional development.
3. Other duties as assigned.

Education

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

Other Requirements

Required	Preferred
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
Six years of experience related to customer or library services. Some supervising experience whether it be of full-time or part-time employees.	Two or more years of experience in supervising full-time employees.

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. Requires the ability to lift items weighing up to 20 lbs. (box of books); 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.	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.

Supervision

Received	Given
General supervision by the Department Head, allowing decision-making authority within areas of responsibility.	Supervise staff, student workers, volunteers, or interns.

Accuracy

Proficiency in all phases of the duties performed.
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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.
