

The University of Texas at San Antonio

Position Description

Job Title: Library Services Assistant I
Code: 18078
Salary Grade: 52
FLSA: Non-Exempt
Department/Division: Access Services Department, John Peace Library
Reports To: Access Services, Library Services Assistant IV

Summary

- **Function:** To provide a high level of customer service to library patrons at the Front desk including handling library materials, facilities, and equipment transactions, answering inquiry regarding using Library borrowing privileges and fines, using library services and resources, and re-shelving books and equipment.
- **Scope:** Responsible for performing duties that requires using computer system and software and verbal communication skills to help library patrons. Working hours varies depending on the shift that the person is assigned to in order to accommodate Library 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 circulation system to handle transactions and create/access patron records.
 4. Assists in monitoring the library facility to ensure a safe and secure learning environment.
 5. Searches the library for missing items.
 6. Scans materials.
 7. Answers questions regarding directions and library resources and services and provides basic level reference service.
 8. Re-shelves books and equipment.
 9. Assists with special projects.
- **Periodic:**
 1. Other duties as assigned.

Education Requirement

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 approval to drive UTSA vehicles.	N/A
Ability to learn to operate equipment used in unit or operation.	
Excellent interpersonal skills.	
Strong oral and written communication skills.	
Experience working in teams or evidence of flexibility and adaptability.	
Criminal Background Check (CBC).	

Experience Requirement

Required	Preferred
One year of general office, customer service, or relevant library experience.	N/A

Equipment

Required	Possible
Personal computer and standard office equipment.	Software/hardware or other special equipment and tools used within the department.

Working Conditions

Usual	Special
Standard library conditions.	As customers' needs change, hours may change.
	Depending on position: reaching, bending, lifting, referencing print, microform documents, computer files and using microform readers, special equipment and tools, and may include exposure to book mold and dust.

Supervision

Received	Given
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General supervision received from supervisor.	May help student workers to perform services at the Front desk.
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Accuracy

Proficiency in all phases of 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.