

Job Description

Job Title:	Library Clerk: Collections
Department:	Library, Circulation Services
Reports To:	Collections Maintenance Project Coordinator
Jobs Reporting:	N/A
Salary Grade:	USG 3
Effective Date:	April 2018

Primary Purpose

The Library Clerk: Collections has primary responsibility for providing outstanding client service at the Circulation desk (Porter) and the service desk (Davis), and in the Collections Maintenance area.

Key Accountabilities

Provides outstanding client service at the circulation desk, and with all library and campus community members:

- Consistently practices a wide variety of client service skills, such as: patience; attentiveness; positive language; willingness to learn; and willingness to problem-solve on behalf of library patrons
- Embraces a collegial and collaborative outlook with staff in order to support one another in the provision of service
- Practices service standards that have been developed for their roles
- Provides frontline service at circulation desks, typically working four 2 hour desk shifts per week:
 - Processes the movement of print materials around the library system and with library patrons, and assists patrons in finding and accessing the resources they need
 - Is alert for, and acts upon, opportunities to engage patrons more fully in the research process by directing them to appropriate experts and resources
- Provides a miscellany of related services, such as: registration of patrons; basic support for public-facing technology such as printing and networking problems; support for a range of other hardware devices available for patron use
- Contributes to continuous improvement in the department by identifying and bringing forward issues, and by participating in working groups and committees as time permits
- Generally supports and advances the Library's strategic directions to further the Library's contribution to the campus Strategic theme of a Vibrant Student Experience

Conducts daily stacks maintenance processes at the Davis and Porter Libraries:

- Processes current issues received for the Government Publications, Micro and Periodical Collections in a timely and accurate way
- Serves as a resource to student staff hired to conduct daily stacks maintenance activities
- On occasion, as required due to student staff shortages, re-shelving library materials returned by patrons or used in house
- Keeps and reports statistics for daily stacks maintenance processes

Processes materials from the UW Library collections for transfer or withdrawal, and shifts materials to realign growth space:

- Maintains a high degree of organization and an exceptionally high accuracy rate while processing materials in a timely way
- Has appropriate levels of expertise in systems needed to process materials
- Pulls selected materials from the physical collections, updates electronic lists and item records to track materials pulled, packs materials for shipment. and follows up on items not found on the shelf by conducting searches
- Shifts library materials to realign growth space
- Keeps and reports statistics for the transfer and withdraw processes
- Provides general direction and serves as a resource to student staff hired to assist in high volume projects

Shares in the provision of core departmental and library activities:

- Documents and trains others in aspects of the incumbent duties as needed to ensure that appropriate levels of awareness are maintained throughout the organization
- Participates in providing back-up coverage for circulation desk supervisors in evenings and on weekends

Required Qualifications

Education

- High School graduate or equivalent education and experience

Experience

- demonstrated aptitude for and commitment to outstanding client service
- proven excellent communication and interpersonal skills as the successful candidate will be required to effectively deal with a diverse student group in a pleasant and diplomatic manner
- proven aptitude with detailed software applications
- demonstrated analytical and problem-solving skills
- proven attention to detail
- proven ability to conduct physical tasks for an extended period
- Experience in library operations, particularly knowledge of circulation and/or collection maintenance processes, is an asset

Knowledge/Skills/Abilities

- Technical
 - Basic Excel
 - Basic Word
- Special Conditions
 - Participates in providing evening, weekend, and weekend-evening back-up coverage for circulation desk supervisors
 - Significant lifting, carrying and transporting of library materials is required.

Nature and Scope

- **Contacts:** Communicates with staff in the library to present/describe information and to obtain action on issues, and also with library patrons and other departments on campus.
- **Level of Responsibility:** Ability to work independently adhering to established detailed processes; prioritize and operate proactively while maintaining accuracy.
- **Decision-Making Authority:** Responsible for problem-solving daily, routine issues. Works with supervisor and others to solve more complex issues.
- **Physical and Sensory Demands:** The collection maintenance aspects of the position are extremely physical and require the ability to lift and move books for up to 3 hours in addition to working a scheduled circulation desk shift before or after this work.
- **Working Environment:** Some disagreeable conditions can arise due to dust accumulation on library shelves and on the materials being moved, and other conditions typical of a physical position. Evening or weekend work may be required to cover an absence.