POSITION VACANCY ANNOUNCEMENT

POSITION: Evening User Services Assistant (Library Assistant 2)

REPORTS TO: Research Services & Collections Coordinator

SALARY: Minimum $14.00 hourly; Actual rate will reflect experience and credentials

REQUISITION #: 513555

DEADLINE DATE: February 26, 2020 - applications reviewed as received

PLEASE NOTE: This is a full-time (40 hours per week), benefitted position. The regular work schedule is Saturday through Wednesday, 2:30pm to 11:30pm, except during intersessions, holidays, and other times when there are reduced hours and library closures, for which the schedule will be adjusted in advance.

JOB SUMMARY
As a member of the Library West User Services Unit, this position performs a variety of public service, library programming, and technical roles in support of the Humanities and Social Sciences Library West branch. The Evening User Services Assistant provides continuity of public services offered to library patrons during the evening hours; the regular schedule for this position is Saturday through Wednesday, 2:30pm to 11:30pm, except during intersessions, holidays, and when there are other changes to branch operating hours. The Evening User Services Assistant works at the circulation desk on a daily basis and assists with the supervision of student assistants; oversees missing item searches and reports; processes rush material requests and new media added to the collections; contributes to provision of research assistance in the Humanities and Social Sciences; and monitors and reports building, equipment, and technology issues.

The library encourages staff participation in reaching management decisions and consequently the Evening User Services Assistant may serve on various committees and teams. To support all students and faculty, and foster excellence in a diverse and collaborative society, the Libraries are actively seeking candidates who bring culturally-rich lived experiences to work with individuals of diverse backgrounds, experiences, races, ethnicities, genders, sexual orientation, and perspectives.

RESPONSIBILITIES
Library West User Services
- Works at Circulation Desk, maintaining consistent presence at service point during assigned shifts.
- Assists patrons with questions about circulation and library policies; loans and returns library materials; verifies and updates patron records as needed; updates item records for library material to allow for circulation; creates guest researcher accounts for unaffiliated researchers.
- Supports the Assistant User Services Manager with the hiring, training, and supervision of student assistants.
- Reviews queries regarding library fees posted against patron accounts, and exercises the option to waive non-transferred (open) fees (if warranted), or to assist patrons in submitting online appeals for the reversal or reduction of library charges.
Updates and informs unit heads of any circulation issues or events that may have occurred during evening hours, and helps monitor library equipment and facilities within Library West.

Oversees discharge process in evenings and weekends, ensuring returned items are discharged accurately and on a timely basis. Collects discharged materials statistics as needed.

**Stacks and Inventory Management**
- Collects and processes item not-on-shelf reports. Conducts searches for missing items and materials claimed returned.
- Assists with necessary research into problem reports.
- When appropriate, corresponds with patrons regarding status of searches and suggests alternative methods to acquire library materials.
- Collects rush requests from Acquisitions and Cataloging Departments; sorts, measures, and processes new materials and fulfills patron requests and holds.
- Provides physical check and catalog review of film materials before shelving, and with labeling and packaging as necessary. Works with Collections Services Manager to identify physical media in need of replacement due to damage and/or loss.
- Assists with stacks maintenance projects and stacks data collection under supervision of Library West Collections Services Manager.

**Humanities and Social Sciences Research Assistance**
- Assists users with basic research resources and methods, use of print and electronic resources, and online catalogs; provides appropriate referral to area and subject specialists.
- Holds regular shifts for UF’s Ask-A-Librarian chat reference service and other non-traditional research services.
- Assists patrons in locating library materials and in use of library technologies, such as digital microform readers.

**Building operations**
- Assists with operation and maintenance of public workstations, scanners and printers. Documents and responds to technology problems by submitting online service requests via online ticketing system to UFIT-Academic Technology or to UF Libraries’ IT, as appropriate.
- Makes requests for facilities and/or physical plant assistance as needed; documents and responds to building problems by submitting online service requests or by contacting campus emergency services for issues requiring immediate attention (i.e. flooding, power outages, door locks).
- Works with patrons and contracted security to address building issues.
- Enforces library and computer use policies, including food/drink policy.
- Updates and informs unit heads of any building service issues or events that may have occurred during the evening hours, and helps monitor facility operations and library equipment within Library West.

**Participates in other branch and library activities**
- Contributes to documentation of unit and departmental policies and procedures.
- Participates in staff development opportunities.
- Other duties as assigned.

**QUALIFICATIONS**

*Required:*
High school diploma or equivalent and two years of library or related clerical/customer service experience; or a bachelor’s degree.

*Preferred:*
- Customer service experience in a high traffic, public context.
- Experience interpreting established policies and referring problems to higher supervision when appropriate.
• Detail-oriented, able to complete out tasks in an accurate manner, and able to check own work for accuracy.
• Strong verbal and written communication skills, and experience with sharing information in a variety of accessible methods.
• Strong multitasking skills, and ability to plan and organize work effectively and to assign priorities to tasks.
• Skilled at fostering teamwork among others, and ability to interact and collaborate effectively with colleagues and patrons to accomplish goals.
• Excellent computer skills, including experience with Microsoft Word, Excel, and Outlook.
• Familiarity with library services.
• Flexibility and ability to adapt and work in a rapidly changing academic environment.
• Commitment to contributing to a respectful and caring community for all, including individuals of diverse backgrounds, experiences, races, ethnicities, gender identities, sexual orientations, and perspectives.

THE UNIVERSITY OF FLORIDA
The University of Florida (UF) is a major, public, comprehensive, land-grant, research university. The state's oldest and most comprehensive university, UF is among the nation's most academically diverse public universities and won the 2018 Senator Paul Simon Award for Comprehensive Internationalization. UF was ranked 9th among public universities in Forbes’ “America’s Best Employers 2015” and 9th among “Top Public Schools” in U.S. News and World in 2017. UF has a long history of established programs in international education, research and service. In 2013 the Florida Legislature designated UF as the state’s preeminent institution which grew into an opportunity to achieve national and international recognition for the University’s work in serving students and the world. It is one of only 17 public, land-grant universities that belong to the Association of American Universities. UF traces its beginnings to a small seminary in 1853 and is now one of the largest universities in the nation, with more than 50,000 students. For more information, please consult the UF homepage at http://www.ufl.edu.

UNIVERSITY OF FLORIDA LIBRARIES
The libraries at the University of Florida form the largest information resource system in the state of Florida with seven libraries and three off-campus facilities. The George A. Smathers Libraries are comprised of six of the campus libraries, and all of the off-site facilities. The only library outside of this system is Lawton Chiles Legal Information Center at the Levin College of Law. The libraries hold over 6 million print volumes, 8.1 microfilms, 1.5 million e-books, 145,000 full-text electronic journals, over 1000 electronic databases, 1.3 million documents and 1.4 million maps and images. The libraries maintain partnerships and engages in a variety of collaborative, international projects while engaging with the UF community.

The UF Libraries have built a number of nationally significant research collections, including the Latin American, Judaica, Florida History, Children’s Literature, and Maps and Imagery collections. We are a member of the Association of Research Libraries (ARL) and other regional library consortia. The library staff consists of more than 300 FTE librarians, technical/ clerical staff and student assistants.

The George A. Smathers Libraries are strong advocates for inclusion and intellectual freedom. The Libraries’ commitment to both is articulated in the Inclusion Statement and Intellectual Freedom Statement, both of which are posted at http://cms.uflib.ufl.edu/InclusionAndIntellectualFreedom.

HUMANITIES AND SOCIAL SCIENCES LIBRARY (LIBRARY WEST)
Library West is the largest branch library on the UF campus, with 14 faculty and 16 staff members, seating for 1,400 patrons, and 217 public computers, including iPads and Netbook laptops. Last year, Library West received over 1.4 million visitors.

Renovated in 2006, the branch offers 16 group study rooms, 3 media rooms, including video conferencing facilities, faculty and graduate carrels as well as a limited-access floor for graduate students. Two classrooms are available, one with auditorium-style seating and the other with 19 computers for hands-on
Within the branch, there are four functional units: Research Assistance, Instruction and Outreach, Collections, and Circulation; these units are managed by coordinators who oversee the daily functions. Programs and lectures are scheduled throughout the year in the Information Commons area. The branch is also home to the Libraries Administration, Human Resources and Fiscal Services, Library Facilities Planning, and the Access Support unit providing ILL and Reserves services for all branches. A Starbucks is located in the building. Organizational chart available at: http://cms.uflib.ufl.edu/portals/librarywest/LibraryWestOrganization20140623.pdf.

COMMUNITY
Gainesville, Florida and the surrounding community are home to approximately 257,000 people and both the University of Florida and Santa Fe College. The city is surrounded by over 40 nature parks, including many spring-fed lakes and rivers, with many paved and unpaved trails for recreation and is situated just over an hour from the Gulf of Mexico and the Atlantic Ocean. Gainesville is known as an award-winning and innovative city friendly to both professionals and families. The Guide to Greater Gainesville combines award winning photography and compelling articles that capture all of the reasons for calling Gainesville your next home. The area has numerous cultural institutions and is a haven for sports fans. Jacksonville, Orlando, Tampa, Tallahassee, and St. Augustine are all within a two-hour drive. Gainesville is an affordable city and area to live in – using a cost of living calculator you can compare cities across the United States. See how affordable Gainesville really is!

BENEFITS
Vacation days, paid holidays, and sick leave days; retirement plan options; insurance benefits; tuition fee waiver program; no state or local income tax. Prospective employees should review the information about employment and benefits at UF available at http://hr.ufl.edu/benefits/. UF offers a comprehensive new online benefits tool called ALEX to help employees and prospective employees review benefit choices at UF.

APPLICATION PROCESS
To apply, submit
- a cover letter detailing your interest in and qualifications for this position
- your current resume or CV
- a list of three references including their contact information (telephone number and email address)

Apply by February 26, 2020 (applications reviewed as received). Submit all application materials through the Jobs at UF online application system at Requisition 513555. Failure to submit the required documents may result in the application not being considered. If you have any questions or concerns about this process please contact Tina Marie Litchfield, George A. Smathers Libraries Human Resources Office, at tlitchfield@uflib.ufl.edu.

AFFIRMATIVE ACTION/EEO
The University of Florida is an Affirmative Action, Equal Opportunity Employer and encourages applications from women and minority group members. We are dedicated to the goal of building a culturally diverse and pluralistic environment; we strongly encourage applications from women, members of underrepresented groups, individuals with disabilities, and veterans. As part of the application process, applicants are invited to complete an on-line confidential and voluntary demographic self-disclosure form which can be found at: http://hr.ufl.edu/data-card/. This information is collected by the University of Florida's Office of Human Resources to track applicant trends and is in no way considered by the Smathers Libraries in the selection process.