POSITION VACANCY ANNOUNCEMENT

POSITION: Overnight User Services Assistant (Library Assistant 3)

REPORTS TO: User Services Manager, Library West

SALARY: Minimum $15.77 hourly; Actual rate will reflect experience and credentials

REQUISITION #: 512452

DEADLINE DATE: October 21, 2019 - applications reviewed as received

PLEASE NOTE: This is a temporary TEAMS position with an anticipated duration through May 15, 2021. The position may be extended depending on funding. Regular work hours for the Fall and Spring semesters are Sunday night through Friday morning, 11:30pm-8:30am; this schedule is changed during intercession, holidays, and other times when there are reduced hours and library closures. Note: Summer hours for this position are 2:30pm-11:30pm Monday-Thursday, and 12:30pm-9:30pm on Friday.

JOB SUMMARY

As a member of the Library West User Services Unit, reporting to the User Services Manager, performs a variety of public service, supervisory and technical roles in support of the Smathers Libraries 24-hour program and the Library West branch. Oversees user services responsibilities and circulation desk during the overnight hours. Assists patrons in the use of library services and media resources and with computer-related problems. Directs shift change with the morning and evening staff members and with contracted security guards. Expectation of employment through completion of Spring 2021 semester; renewal contingent upon funding.

The library encourages staff participation in reaching management decisions and consequently the Overnight User Services Assistant will 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 Circulation Desk and library operations, maintaining consistent presence at Circulation Desk during assigned shifts.
- Keeps expert working knowledge of competencies required of circulation staff and of UF Libraries’ circulation manual.
- Assists patrons with questions about circulation and library policies; verifies and updates patron records as needed; loans & returns materials to patrons; creates or updates item records for library material to allow for circulation.
- 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/informs circulation coordinator and branch chairs of incidents or events that may have occurred during shift.
Documents and responds to problems by submitting online service requests.

Library West Overnight Operations
- Leads nighttime projects and workflow in the Library West User Services Unit.
- Monitors building security for patrons and staff, consulting closely with the other team members; serves as primary contact with overnight security guards.
- Gathers and organizes library materials each night and ensures that the library facilities are in good working condition. Prepares public and work areas for the morning shift.
- Makes periodic trips to monitor building and security issues for patrons and staff.
- Coordinates shift change events for the 2nd floor Circulation Desk. Collects pertinent information concerning overnight services, usage, and staff productivity and submits this information in a report for daytime staff.
- Assists Library West management team in recording and tracking library service issues and trends.
- Reads work email consistently to stay informed of new workflows and potential issues to keep level of service consistent across day and night shifts.

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

Humanities and Social Sciences Research Assistance
- Provides basic research assistance and reference referrals; assists patrons in use of networked electronic resources, online catalogs, and reference materials and methods; assists patrons in locating library materials such as books or microforms.
- Provides directional assistance and support for patrons in use of library technologies.
- Leaves circulation desk as needed to help patrons or to monitor floors; helps manage operation and maintenance of digital microform readers.

Participates in other branch and library activities
- Contributes to documentation of unit and departmental policies and procedures.
- Serves on UF Libraries Accessibility Advisory Committee, and other committees as appropriate.
- Participates in staff development opportunities.
- Other duties as assigned.

QUALIFICATIONS
Required:
High School diploma or equivalent and four years of library or related clerical/customer service experience; or a bachelor's degree and one year of library or related clerical/customer service experience.

Preferred:
- Strong multitasking skills
- Experience supervising and directing the work of others

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Solid customer service experience
- Strong verbal and written communication skills
- Experience working with patrons in a library
- Knowledge of basic reference resources; familiarity searching databases
- Ability to work collaboratively to accomplish goals
- Flexibility, and ability to adapt and work in a rapidly changing academic environment
- Excellent computer skills, and experience with Microsoft Word, Excel and Outlook
- Undergraduate degree or advanced degree in field related to Humanities and Social Sciences
- Commitment to contributing to a respectful and caring community for all, including individuals of diverse backgrounds, experiences, races, ethnicities, gender identities, sexual orientation, 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 instruction. 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

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 October 21, 2019 (applications reviewed as received). Submit all application materials through the Jobs at UF online application system at Requisition 512452. 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.