NATURE OF WORK:

Under general supervision of the Head of Learning Commons, and with the assistance of the TLC Operations Manager, other TLC staff, and assigned students, oversees the TLC’s equipment loan program and assists in the daily operations of the TLC Tech Desk as part of the TLC evening/weekend shift (Sunday-Thursday). Gathers data needed to evaluate customer service, equipment usage, and work processes related to areas of responsibility. Provides high-quality customer service, communicates the library’s mission, and monitors and provides guidance on adherence to library procedures and policies. Provides second level of support of hardware and software needed to provide services to the university community, Libraries’ staff, and general public.

DUTIES AND RESPONSIBILITIES:

A. In collaboration with the Head of Learning Commons and TLC Operations Manager, decides what items should be purchased for the TLC’s equipment loan program, submits Help Desk tickets, and follows up with Digital Systems and Services (DSS) Department as necessary to make sure that items arrive in a timely manner. Ensures that items circulated through the TLC’s equipment loan program are properly cataloged and inventoried. Monitors the physical processing of newly acquired materials. Interacts with users of the equipment loan program, monitors requests for new and/or updated equipment, and regularly compiles reports for the Head of Learning Commons. Leads projects in this area as assigned. 25%

B. Assists with the maintenance of information discovery tools, guides, and other library information resources related to the TLC’s equipment loan program. Provides customers with information and guidance in finding and retrieving these resources, resolves
problems related to their access and use, and assists customers with complaint resolution or escalates to others as appropriate. 20%

C. Provides staffing for the TLC Tech Desk by charging and renewing material loans for library users using automated circulation system and backup procedures as necessary; answering inquiries regarding basic circulation policies such as loan periods, fines, and borrowing privileges; assists public in using equipment/software available in the TLC, provides general troubleshooting for this equipment, and reports any software/hardware issues to DSS; provides assistance and maintenance for specialized copy/print equipment including replacing paper and toner as needed and answering questions about services; monitors general space and safety issues in the TLC; and participates as instructed in the training and supervision of student workers. 50%

D. Performs other duties, as assigned. 5%

PHYSICAL DEMANDS:

1. Duties may require travel between campus buildings
2. Some lifting of boxes with paper and other materials
3. Bending and lifting associated with maintenance of high-use public equipment
4. Moving, lifting and shifting furniture such as tables and chairs

SUPERVISORY RESPONSIBILITIES:

Functional supervision of students and Tech Desk Assistants

QUALIFICATIONS:

1. General knowledge of the nature and function of libraries and of library services, practices, and procedures.
2. Skill in alphabetic and numeric filing, using a computer terminal to input and retrieve information; interpreting and applying library policies and procedures, and analyzing problems of a moderately complex nature.
3. Experience with or ability to develop skills in multifunctional device, scanning, production, and multimedia application software. Knowledge of various types of equipment and software and ability to provide basic support and troubleshooting assistance.
4. Ability to communicate effectively; to establish and maintain effective working relationships with library users and staff; to provide guidance and instruction to subordinate personnel; and to work independently and exercise initiative in applying rules, procedures, and instructions.
5. Excellent customer service attitude.

EDUCATION:
Required:
Bachelor’s Degree

EXPERIENCE:

Required:

One year of experience directly related to the primary duties of the position.

Employee’s Signature________________________  Date____________
Print Employee’s Name________________________  Date____________
Supervisor’s Signature________________________  Date____________