A. NATURE OF WORK:

When Late Night Service is in operation, provides services to library users during overnight hours. Provides circulation of books, equipment, reserves, and interlibrary loan items at the Library Services Desk and Tech Desk, communicates policies and procedures to library users, enforces building access policies, and maintains physical facilities and equipment. Supervises student assistants in the provision of library and security services. Work schedule is primarily 11:00 pm – 8:00am, Sunday through Thursday, during the fall and spring semesters when Late Night Service is available.

Note that this position will work a modified day schedule during winter and summer terms, when Late Night is not in operation.

B. DUTIES AND RESPONSIBILITIES:

1. **Assists library users.** Answers inquiries regarding basic circulation policies such as loan periods, fines, recalls, holds, shelving, and borrowing. Assists library users in accessing systems and locating materials; refers complex reference inquiries to subject specialist librarians. Answers inquiries regarding policies and procedures for Late Night Services. Assists users with photocopiers, printers, scanners, and public computers. Provides directional, informational, and basic research assistance. (50%)

2. **Uses library systems to provide services to users.** Charges, discharges, and renews books and material loans for library users using automated circulation system and backup procedures as necessary. Updates patron data in the automated circulation system. Processes, packs, and ships books requested by library users. Retrieves and processes materials for patron-placed holds, course reserves, and interlibrary loan. During times when Late Night is not in operation, processes interlibrary loan and course reserves requests using automated systems. Recognizes, resolves and informs appropriate supervisor of any non-routine occurrences. (20%)

3. **Supervises student assistants.** Supervises student assistants in the provision of Late Night circulation and reserves services at the Library Services Desk and Tech Desk and to provide building and user security. Assists Coordinator for Late Night Services & Building Security.
Services & Building Security with hiring, training, supervising, scheduling, and evaluating Late Night student assistants. Acts as primary supervisor during Coordinator’s absence and provides nightly reports to Coordinator and/or department head on issues that arise during Late Night hours. (15%)

4. **Maintains physical facilities and equipment.** Responsible for the quick and effective handling of emergencies that may arise, including building alarms, facilities issues, and reports from library users. Makes decision to notify UMD Police Department and/or Work Control, as appropriate. Reports malfunctioning equipment to supervisor and/or appropriate library departments. (15%)

5. **Performs other duties, as assigned.** Position may be cross-trained in basic functions and assigned as needed to other User Services and Resource Sharing units.

C. **PHYSICAL DEMANDS**

Hours of operation for Late Night Services are 11:00pm-8:00am, Sunday to Thursday. Incumbent must be able to work these hours as scheduled. Overtime is required during Late Night extended hours (Finals Week of fall and spring semesters). Work involves extensive standing, walking, reaching, stooping, bending, lifting, and moving objects, such as fully-loaded book trucks. Must be able to respond to security breaches and emergencies; for example, incumbent must be able to climb stairs, do foot patrols in building, and reset alarms. Position requires frequent work at a computer. Work schedules are subject to change based on the University calendar and staffing needs, and may include weekends.

D. **SUPERVISORY RESPONSIBILITIES**

Provides functional supervision of student assistants, approximately 4 per shift.

E. **QUALIFICATIONS (Knowledge, skills, and abilities):**

**Education:** Required: High School Diploma or GED

F. **EXPERIENCE**

**Required:**
Two years of experience directly related to the primary duties of the position.

**Strongly Preferred**
Demonstrated ability to exercise good judgment, initiative, and independent decision-making. Ability to work under pressure. Ability to handle detailed operations with a high degree of accuracy. Flexibility and ability to apply rules and policies consistently and tactfully. Strong verbal communication and customer service skills and ability to deal effectively with the public. Knowledge of and comfort with computers, including standard office software and email. Familiarity with office automation equipment

Revised 7/24/2018
(scanners, printers, and photocopiers). Ability to work with others in a team environment.

**Preferred**

Experience working in an academic or public library. Experience with Aleph or other integrated library system and/or familiarity with the academic library circulation and reserves policies and procedures. Experience with or knowledge of overnight security operations for large public buildings.

Employee’s Signature________________________  Date________

Print Employee’s Name______________________

Supervisor’s Signature______________________  Date________