UNIVERSITY OF MARYLAND LIBRARIES
POSITION DESCRIPTION FORM

Check one: Faculty____  Exempt ____  Non-Exempt _X_ Other_C1

Date Prepared:  July, 2016  Division:  Public Services
Prepared by:  Mutlu Beygo  Department:  EPSL Circ
Reports to:  Mutlu Beygo

Position Title:  Library Services Technician (Night/Weekend Circ)

NATURE OF WORK:  To provide circulation services on evenings and weekends and to act as the building and student assistant supervisor during this time. Responsible for operation of Circulation Unit during shift, including problem resolution where possible and proper referral to Unit head or other supervisors when required. Performs duties independently and without direct supervision. Must be able to apply knowledge of policies and procedures to non-routine situations when they arise.

DUTIES AND RESPONSIBILITIES:

1. Searches and maintains files.  (15%)
   a)  Input and update patron information into automated system; input temporary records into bibliographic database as needed.
   b)  Recognize and alert supervisor to any non-routine circulation transactions or data in automated system.
   c)  Charge, renew and discharge library materials to patrons, using automated systems and manual procedures as necessary.
   d)  Use automated system to determine location, status and other information about library materials.
   e)  Use automated system to provide patrons with information about their borrowing activity.

2. Assists patrons.  (30%)
   a)  Provide basic information to patrons about use of automated catalog, including placement of hold requests online.
   b)  Answer telephone and in-person inquiries concerning UMCP Libraries circulation policies and procedures, including loan periods, fine rates, recall and hold policies, ID cards, etc.
   c)  Provide patrons with proper forms and instructions in submitting billing claims and appeals, stacks search requests, course reserve requests, address changes, etc.
   d)  Provide directional and basic informational assistance.
   e)  Refer patrons to supervisors, other units, and other libraries as necessary.
f) Process requests for document delivery and interlibrary loan when trained students are not available.

3. Supervise student assistants. (40%)
   a) Ensure that student assistants perform their assigned duties, i.e. assisting customers, preparing carts and re-shelving materials, checking photocopiers/printers and performing sweeps. Ensure that students trained for document delivery and ILL perform those functions in a timely manner.

4. Maintains physical facilities and equipment. (15%)
   a) Opens and closes library depending upon schedule. Turns on/off lights and equipment, unlocks/locks doors, makes sure building is cleared at closing, secures unit at closing. Reports any problems in writing to supervisor.
   b) Acts as building supervisor, which includes: reporting potential and actual building problems to Work Control or to supervisor depending upon urgency of problem.
   c) Responsible for quick and effective handling of emergencies should they arise. Notifies Work Control, Police, or Fire departments if necessary. Reports emergencies to supervisor and/or Library Director on call; stands by to evacuate and secure library if so directed.

Performs other duties, as assigned.

**PHYSICAL DEMANDS:**
Incumbent must be able to respond to emergency situations which may arise; must be physically able to assist patrons in person and on the telephone, and physically able to carry out materials sorting and pre-shelving.

**SUPERVISORY RESPONSIBILITIES:**
Directs student assistants in their daily tasks.

**QUALIFICATIONS (Knowledge, skills, and abilities):**
Basic knowledge of automated and manual circulation systems, Library of Congress call number classification system, and general library operations.
Good public service attitude and communication skills; able to respond effectively to non-routine situations; ability to work under pressure in a public contact environment; sense of responsibility; punctuality and reliability; should be able to work a flexible schedule based on library staffing requirements.
EDUCATION:
   **Required**  High School diploma

EXPERIENCE (Be specific, indicate the minimum years of experience and skills needed):

**Required**  At least one year experience in a public service or other public contact position, with demonstrated ability to work independently. Working knowledge of the nature and function of libraries; of library services, practices and procedures. Skill in alphabetic and numeric filing and using a personal computer and library software to input and retrieve information. Ability to communicate effectively; to establish and maintain effective working relationships with library users and staff; to provide guidance and instruction to subordinate personnel; to work independently and exercise initiative in applying rules, procedures and instructions; to pack and unpack library materials.

**Preferred:**  At least one year library experience, preferably in a public service unit

Employee’s Signature  _____________________  Date__________
Print Employee’s Name  _____________________
Supervisor’s Signature  _____________________  Date__________