

POSITION VACANCY ANNOUNCEMENT

POSITION TITLE: Evening and Weekend Access Services Assistant

CLASSIFICATION: Library Assistant 3

REPORTS TO: Night and Weekend Operations Manager

SALARY: \$17.23 minimum hourly rate; The Smathers Libraries offer a salary commensurate with experience and credentials.

The University of Florida offers a competitive benefits package including health, retirement, paid time off, discount programs, professional development and worklife support. [Learn more.](#)

JOB NUMBER: 531122 ([Apply online](#)) <<link added by HR>>

DEADLINE DATE: April 20, 2024 - applications will be reviewed as received

PLEASE NOTE: Regular working hours: Sunday through Thursday 1:00pm to 10:00pm (with one hour lunch break) for a total of 40 hours per week. May be required to vary work hours, especially when the library has extended operating hours and during intersession periods. May be required to open on mornings or close some evenings due to staff absences.

JOB SUMMARY

The Marston Science Library Access Services Assistant functions as a team member of the Marston Science Library Access Services Unit to provide excellent customer service to library patrons throughout scheduled evenings and weekends. Primary duties include providing supervisory level desk coverage at the MSL Service Desk, student engagement support, building operations coordination, and processing MSL Item Needed Requests and UBorrow items.

RESPONSIBILITIES

MSL Service Desk - Circulation Supervision

- Works and supervises circulation desk and library operations, maintaining daily presence at circulation desk during assigned shifts.
- Provides a high level of customer service to a diverse group of patrons, including answering questions, providing information/data, and solving problems.
- Provides assistance with a variety of research tools

- Provides tactful and timely assistance with patron inquiries by telephone, email, and in person interaction.
- Assists patrons in all ILS circulation functions.
- Loans and returns library items and course reserve materials.
- Indirectly supervises student workers during assigned desk shifts, including training, coaching, and communication of policies; providing feedback on their training and performance to the Daytime Operations Manager.
- Creates temporary Gatorlink Guest Accounts.
- Consults and advises patrons with questions about the Ares course reserve process.
- Answers directional, circulation, and basic reference questions, referring when necessary.
- Assists patrons with printers/scanners and other technology within the library as appropriate.
- Consults with patrons regarding tools and technology-related questions associated with the equipment that is circulated at the service desk (e.g. iPads, charging cables, adapters, technology and , tool library items, etc.).
- Assists patrons with reservation system for study rooms and specialized equipment.
- Provides backup service desk coverage and support when other staff members are absent.
- Covers additional shifts during exam periods when the library offers extended hours.

Building Operations

- Responsible for the service desk and building operations during desk shifts in the evenings and on Sundays.
- Coordinates closing and securing the building with evening student workers and security guard as needed.
- Maintains knowledge of an extensive body of rules, procedures, and operations requiring extended training and/or experience to use in decision making and problem solving.
- Responds to emergencies and building issues that arise during weekend/evening shifts using independent judgment on each situation and develops plans of action.
- Communicates necessary building information/issues that arise to supervisor and/or other MSL staff. Reports immediate building issues to UF Facilities.
- Documents incidents via the Library Incident Report system.
- Monitors exit gate alarms as patrons enter/exit the building.

Student Engagement and Observances

- Serves as MSL lead on coordinating observances projects and events. This includes but is not limited to books displays, events, and promotion and marketing.
- Works with the Director of Marketing and Communications to coordinate MSL observance projects and events as part of the larger Library initiative.
- Serves on the Marston Student Engagement Team
- Serves as lead on assigned events – planning and executing those events and activities, collaborating with Student Engagement Team members.
- Coordinates changes to marketing monitors with colleagues in MSL, Library IT, and UFIT.
- Designs signage, buttons, and promotional materials.

Inventory Management and Access Services Support

- Runs monthly trace request reports and completes searches on missing items.
- Processes UBorrow and hold requests for items needed by patrons.
- Processes MSL Item Needed Requests. This involves receiving requests, searching the library catalog, checking the shelves, updating records, and corresponding with patrons concerning their requests via email, telephone, and in person. This person also maintains all records involving these requests

- Monitors and reports circulating technology issues to the Circulating Technology and Collections Supervisor.
- Sorts the MSL mail and checks in items in transit from other libraries.
- Assists with special projects, including collections projects
- Monitors and troubleshoots issues with public computers/printers/scanners, and reports issues via the appropriate IT ticket system

Research Support

- Provides research assistance in the evenings and on weekends on the MSL Service Desk. 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, when necessary.
- Holds regular shifts for UF's Ask-A-Librarian chat reference service and other non-traditional research services.
- Assists patrons with locating library materials and use of library equipment.

Other Duties

- Participates in special projects and performs other duties as assigned.
- Attends meetings and serves on committees as appointed.
- Participates in staff development opportunities as appropriate.

QUALIFICATIONS

We value a range of experience and perspectives. Applicants are encouraged to communicate in their application materials and subsequent interview conversations how their work and other experiences satisfy the following qualifications in ways that may not be obvious.

Required:

High School diploma or equivalent and three years of library, or relevant experience; or an Associate's degree and one year of relevant experience; or any equivalent combination of experience, training and/or education.

Preferred:

- Excellent customer service skills; ability to interact with diverse library clientele and co-workers in a professional manner
- Strong oral and written communication skills
- Ability to interact and collaborate effectively and professionally with colleagues to accomplish goals
- Flexibility, and ability to adapt and work in a rapidly changing academic environment
- Initiative and ability to work independently with minimal supervision
- Strong time management skills, organization skills, and attention to detail
- Ability to interpret call number schemes, retrieve items from the shelves and re-shelve items
- Ability to quickly learn appropriate technology

MARSTON SCIENCE LIBRARY

The [Marston Science Library](#), named for Robert Q. Marston, the seventh president of the University of Florida, houses collections in agriculture, life sciences, engineering, physical sciences, mathematics, and earth sciences. Marston has 23 employees who support a highly collaborative environment that offers an array of services, including 3-D printing and GIS support. The STEM librarians are subject liaisons to 6 colleges, 12 UF/IFAS Research and Educational Centers and 6 affiliated libraries located across the State of Florida. Marston has more than 2,000 seats and supports more than 2 million visitors each year, making it the busiest library on campus. Marston spearheads initiatives related to technology and

accessibility and actively works to develop community partnerships, including STEM student organizations and K-12 youth off-campus.

UNIVERSITY OF FLORIDA LIBRARIES

The libraries at the University of Florida form the largest academic information resource system in the state of Florida with seven libraries and two off-campus facilities. The [George A. Smathers Libraries](#) are comprised of six campus libraries and off-site facilities. In addition to this system, the [Lawton Chiles Legal Information Center](#) is part of the Levin College of Law. The Libraries hold over 6.27 million print volumes, 1.5 million e-books, over 197,000 full-text journals, over 1000 electronic databases, 1.3 million documents, and 1.4 million maps and images. Distinctive holdings include the Isser and Rae Price Library of Judaica, Latin American and Caribbean Collection, Baldwin Library of Historical Children's Literature and the P.K. Yonge Library of Florida History. The Libraries maintain partnerships and participate in a variety of collaborative, international projects while engaging with the UF community. 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 and Intellectual Freedom Statements](#). Support for professional development is central to the Smathers Libraries. Supports include a formal mentoring program, a robust training program, release time for research and professional service, a comprehensive grants program, and funding for professional development travel.

LIBRARIES LAND ACKNOWLEDGMENT

The Smathers Libraries acknowledge that the main (Gainesville) campus of the University of Florida is located in the ancestral territory of the Potano and later the Seminole peoples. The Smathers Libraries acknowledge its obligation to honor the past, present, and future Native residents and cultures of Florida.

THE UNIVERSITY OF FLORIDA

The University of Florida (UF) was named the #1 public university in the country by the Wall Street Journal in its "2024 Best Colleges in the US" report and is also currently among the "Top Ten Public Universities" in the U.S. News and World Report and seventh in Forbes "Colleges that Deliver a High Bang for Your Tuition Buck" (2023). The University of Florida (UF) is the state of Florida's preeminent university, as well as the state's oldest and most comprehensive university. UF is among the nation's most academically diverse public universities and is one of only 17 public, land-grant universities that belong to the [Association of American Universities](#). UF has 16 academic colleges offering a variety established programs for students seeking to earn undergraduate and graduate degrees. In addition to attracting over \$1.25 billion in research expenditures last year, UF Faculty foster a uniquely collaborative environment that transforms potential into actual results. UF is one of the largest universities in the nation, with more than 60,000 students. A snapshot of the [student body diversity statistics](#) is available online from UF Institutional Planning and Research. [Learn more about the University of Florida and what makes us great.](#)

BENEFITS

[University benefits](#) for this position include retirement plan options, insurance benefits, paid family leave (parental and medical), tuition fee waiver program, and employee assistance program, as well as paid time off and holidays. Gainesville, Florida, has no state or local income tax.

AFFIRMATIVE ACTION/EQUAL EMPLOYMENT OPPORTUNITY

The University of Florida is an equal employment employer and is committed to non-discrimination with respect to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age, disability, genetic information (including family medical history), political affiliation, military service, or other non-merit-based factors. These protections extend to all

management practices and decisions, including recruitment and hiring, appraisal systems, promotions, training, and career development programs. We're committed to attracting, hiring, and retaining top talent by valuing diversity of thought, skill, and experience. As an equal opportunity employer, we believe in fostering environments where team members feel included, valued for their differences, and empowered to do their best work. The University of Florida is a public institution and subject to all requirements under the Florida Sunshine and Public Records laws.

If an accommodation due to a hearing or speech disability is needed to apply for this position, please call 352-392-2477 University of Florida Human Resources or the Florida Relay System at 800-955-8771 (TDD).

GAINESVILLE COMMUNITY

Gainesville and the surrounding community are home to approximately 280,000 people and both the University of Florida and Santa Fe College. Beautiful natural areas, including many spring-fed lakes and rivers, are a boon for outdoor adventurers. Museums, music festivals, and major performing arts institutions round out the community's rich cultural heritage. The city is just over an hour from the Gulf of Mexico and the Atlantic Ocean. Gainesville is 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 the reasons for calling Gainesville your next home. The City of Gainesville is a progressive municipality that seeks to [promote racial equity](#). The area has numerous opportunities for participating in community athletics and is a haven for sports fans. Jacksonville, Orlando, Tampa, Tallahassee, and St. Augustine are all within a two-hour drive.

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 11:55 pm (EST) on April 20, 2024 (applications will be reviewed as received). Submit all application materials through the Jobs at UF online application system at [Job Number 531122](#). 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.