

## POSITION VACANCY ANNOUNCEMENT

- POSITION TITLE:** MSL Weekend Access Services Assistant
- CLASSIFICATION:** Library Assistant 3
- REPORTS TO:** Daytime 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:** 531498 ([Apply online](#))
- DEADLINE DATE:** May 21, 2024 - applications will be reviewed as received

**NOTE:** Please note that the normal work schedule is Friday through Tuesday, and the hours fluctuate during the semester. Regular working hours: Friday 11:00am to 8:00pm, Saturday 8:45am to 5:45pm, and Sunday 9:45am to 6:45pm and Monday and Tuesday 11:00am to 8:00pm (with 1 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, during summer hours, holidays, and during intersession periods.

### JOB SUMMARY

The Marston Science Library Access Services Assistant functions as a team member of the Marston Science Library Access Services Unit. Oversees access services responsibilities and the service desk and supervises student workers during the weekend hours and assigned desk shifts. Other duties include serving as a Building Emergency Coordinator, processing patron recalls, monitoring the hold shelf, locating and retrieving items for UBorrow from the shelves, tracing any items reported as missing, and processing unit supply orders for staff and patron use. Responsible for the building, including opening and closing procedures during evening and weekend shifts.

### 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, e-mail, and in person interaction.
- Assists patrons in all ILS circulation functions.
- Responsible for opening the building and performing opening procedures on weekends.
- 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.
- Trains new staff and student workers on the Service Desk, evaluating progress and providing recommendations on when new employees are ready to work independently.
- Loans and returns library items and course reserve materials.
- 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 group study rooms and specialized equipment.
- Serves as point person for responding to emergency situations.
- 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**

- Serves as a MSL Building Emergency Coordinator
- Responsible for the service desk and building operations during desks shifts in the evenings and on weekends.
- Coordinates closing and securing the building with evening staff, student workers, and security assistant 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.

### **Inventory Management and Access Services Support**

- Manages MSL lost and found items, contacting patrons regarding lost items whenever possible.
- Processes new Rush materials for patrons and faculty.
- Retrieves and processes the UBorrow requests.
- Processes patron recall and hold requests.
- Processes Item Not on Shelf requests for patrons and assists with searches for missing items.
- Monitors and reports circulating technology issues to the Circulating Technology and Collections supervisor.

- Monitors and troubleshoots issues with public computers/printers/scanners, reporting issues via the appropriate IT ticket system.
- Sorts the MSL mail and checks in items in transit from other libraries.
- Monitors service desk supplies and forms, and requests or replaces items when necessary.
- Assists with special projects, including collections projects.

### **Research and Exhibit Support**

- Provides reference services in person, by telephone, and the online chat service, Ask-a-Librarian.
- Assists patrons in use of electronic resources, online catalog, and basic reference materials and methods; providing appropriate referrals to area and subject specialists when necessary.
- Coordinates 1-2 exhibits in Marston per year, including researching topics, sourcing objects, writing draft descriptions, collaborating with colleagues, and planning timelines.
- Answers or refers Interlibrary Loan and UBorrow questions.

### **Supply Management**

- Manages the MSL supply budget.
- Places orders for supplies and tracks current inventories of supplies in Marston.
- Reconciles charges with Fiscal Services.

### **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 requirement 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 May 21, 2024 (applications will be reviewed as received). Submit all application materials through the Jobs at UF online application system at [Job Number 531498](#). 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](mailto:tlitchfield@uflib.ufl.edu).