

Job Description

Position Title: Support 2, Library

Job Group: Library

Job Level Group: Support Intermediate

FLSA Status: Non-Exempt

Position Summary:

The Support 2, Library performs various duties related to oversight of circulation activities, customer service, ready reference, record maintenance, material acquisition, cataloguing, and library maintenance. Provides library services to students, administrators, faculty, staff, and community users. Serves as lead to library student aides and library technicians.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Checks library materials in and out. Processes fines for replacement of library items and patron requests for library materials.
2. Assists patrons with computers and other technology found in the library; answers reference, directional, technical, and other general questions over the phone, in person, and virtually; Resolves issues with patron accounts.
3. Processes library materials. Creates and places item identification labels, checks accuracy of records, and shelves books. Handles subscription extensions and refund requests; renews standing orders and reviews renewal lists.
4. Interviews, trains, and schedules student aides. Assigns and oversee projects of student aides and temporary staff.
5. Manages library materials and library equipment. Manages device distribution and other departmental equipment. Maintains records, catalogues and inventories library material.
6. Troubleshoots and resolves database problems. Maintains and oversees various computer databases. Inputs and updates confidential records in the Integrated Library System and College records management system.
7. Creates patron records, library item records and oversees inventory of library materials.
8. Maintains inventory of office supplies.
9. Communicates and promotes library services. Manages book sales and volunteers for campus activities.
10. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of internal and external customer service principles and practices
2. Skill in coordinating and monitoring the work of others
3. Skill in organization, coordination and management
4. Skill in positive, productive and flexible customer service
5. Ability to develop and maintain effective and positive working relationships

Supervision:

- Provides lead work, advises and/or guides students. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews. Has responsibility for making decisions on hiring, termination and pay adjustments. Guides work of others who perform essentially the same work. May organize, set priorities, schedule and review work, may interview and make recommendations on hiring, and provide input into performance reviews. Does not have responsibility for termination or making pay decisions.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Organizational Culture: Provides an opportunity to impact the organizational culture of Pima Community College by both acknowledging the College's past and helping to chart its future.
- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- High school diploma or GED required.
- Associate's degree/vocational or technical training in preferred.
- One (1) to three (3) years of related library experience required.

Or An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate (up to 20 pounds) amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; may be required to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required.