

Job Description

Position Title: Support 3, Library

Job Group: Library

Job Level Group: Support Senior

FLSA Status: Non-Exempt

Position Summary:

The Support 3, Library provides student, faculty, and staff access to requested materials. Orders, creates, and maintains catalog records to current industry standards for material in all formats. Provides circulation activity, interlibrary loan services, and customer service to students, faculty and staff. Collects and compiles various statistical reports.

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. Maintains library materials and records and manages the receipt of new library items in all formats. Creates and edits records in the Integrated Library System (ILS) and imports records from external vendor.
2. Inspects new incoming library materials. Verifies receipt against invoices. Imports and processes electronic invoices or entering invoices manually. Prints brief records for cataloging purposes.
3. Manages incoming and outgoing interlibrary loan requests using an external vendor. Coordinates with postal and courier services, and other libraries to send and receive requested items, Interacts with customers and staff regarding loaned materials and resolves related issues.
4. Performs circulation activities for students, faculty, and staff. Manages holds and rush items. Prints and mails circulation notices for patrons without email access.
5. Oversees front desk activities and provides research assistance to students and library customers. Responds to general inquiries and requests.
6. Maintains computer databases for input and update of confidential records.
7. Assists preparation of annual library statistical report.
8. 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:

- Not responsible for supervising the work of others.

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.
- Three (3) to five (5) years of related library experience preferred.

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 an 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