Library Access Services & Student/Evening Supervisor

Library

Job # 21-49

Close Date: Open Until Filled
First Review Date: Monday, November 22, 2021

(Job #21-49) Library Services Specialist IV, Library Access Services & Student/Evening Supervisor $3,736-$6,893. Appointments are typically made at the beginning of the salary range. This is a full-time, benefited, non-exempt, 12-month pay plan, permanent position with a one-year probationary period in the University Library. This position comes with an extensive benefits package that includes comprehensive medical, dental, and vision coverage, CalPERS retirement, Fee Waiver eligibility (reduced tuition on most CSU system classes), life insurance, and voluntary pre-tax health and dependent care reimbursement accounts. Additional benefits information can be found at https://hraps.humboldt.edu/employee-benefits.

Humboldt State University is a Hispanic-Serving Institution that strives to foster an inclusive and equitable community to support our students of diverse backgrounds. HSU is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality committed to working in a multicultural and multiracial community that reflects the diversity of the state. Additional information about Humboldt State University can be found at www.humboldt.edu.

HSU Library promotes teaching, learning, research, and scholarship by integrating information resources with innovative programs and services. HSU Library is committed to empowering community, lifelong learning, research and scholarship, connecting people and ideas to inspire learning through curiosity and creativity. Check out our Annual Report and newsletters to see what HSU Library has done to foster a community that supports scholarship, creativity, and innovation on campus. Library website: https://library.humboldt.edu/

Position Summary: The Library Services Coordinator provides supervision of library operations and services to students and faculty during evening and weekend hours. This position coordinates Student Assistant activities, the User Services Counter/Checkout Desk, and coordinates library services during evenings and weekends.

Duties:

- Hires, trains, schedules, directs, and evaluates student assistants in Access Services, including, assigning, monitoring, and managing student assistant special projects; supervises volunteers and interns as needed.
- Coordinates Access Services unit workflow and daily Checkout Desk schedule with Library staff and student assistants.
• Develops and maintains an effective student assistant training program, including maintaining customer service handbook and guidelines.
• Works collaboratively with Access Services and Library personnel to provide effective library services.
• Supports other Access Services functions, including: 1) library event coordination, marketing, and planning; 2) collection maintenance operations, including shifting, shelf-reading, inventory, labeling, and signage projects; 3) technical support and training for DML equipment at the Checkout Desk; 4) collaborative development of policy, procedures, and workflows; 5) end-of-year statistical reports for Access Services; and 6) enforcement of library policies and procedures.

• Provides expert and outstanding customer service to all patrons, including basic information services utilizing the HSU Library Catalog, OneSearch, databases, library guides, and library collections.
• Uses Alma to troubleshoot and resolve patron-related circulation tasks such as renewals, placing holds, searches, and patron record updates.
• Coordinates library ID services, and fine billing operations utilizing library management system.
• Manages ID card and badge production and other ID card functions, including equipment troubleshooting and maintenance, in collaboration with Access Services Staff.
• Closes the Library Sunday-Thursday; work schedule is Sunday - Thursday 2pm-11pm when classes are in session. Works extended hours during finals week. During intersessions, work schedule may change to Monday-Friday (8am-5pm).
• Adjusts schedule as backup staff member in emergency staffing situations during evenings, weekends, and holidays.

Minimum Qualifications:

A general understanding and basic knowledge of:

• Library policies and procedures and able to interpret and apply them independently.
• A library's organization structure and key functional operations;
• Library terminology and bibliographic forms and structures;
• Library automated systems and the ability to quickly learn and use campus library systems, as well as related online catalogs and systems;
• Communicate effectively with diverse populations;
• Excellent written and communication skills;

An ability to:

• Quickly learn and apply policies and procedures related to assigned functional work area;
• Use standard features of office support technology and standard software packages;
• Perform standard arithmetic operations;
• Work under minimal supervision to perform assigned work;
• Work within a diverse environment and be service-oriented in working with patrons and other library staff, including the ability to establish and maintain effective working relationships within and outside the library.

Required Knowledge, Skills, and Abilities:

• A general knowledge of basic library research methodology and the ability to apply it.
• A working knowledge of Library terms and bibliographic formats and structures, including the ability to conduct a simple bibliographic search; national standards pertaining to library operations, including a thorough knowledge of institutional standards pertaining to copyright and intellectual property protection and the ability
to interpret and apply them, as well as explain them to patrons, to ensure compliance; library collections and their organization, as well as classification schemes.

• Demonstrated expertise in creating and correcting bibliographic records; library accounting and budget procedures and allocation processes, and ability to apply this knowledge to assist in handling vendor accounts and the budget process; campus human resource practices and payroll procedures.

• A thorough knowledge of all aspects of lead work direction including assisting in employee selection, training employees in new work procedures, assigning work, organizing workflow and establishing priorities, reviewing work, providing input to performance evaluations and promoting teamwork to optimize effectiveness;

• A thorough knowledge of overall library policies and procedures, an ability to interpret them, and an in-depth knowledge of library operations, policies and procedures pertaining to assigned functional area, including a solid understanding of individual work functions and the ability to adapt work procedures;

• A thorough knowledge of external on-line databases, systems and resources, including the ability to perform complex on-line searches; and institutional and library policies and practices associated with the ethical use of and access to library and on-line resources.

• Strong communication and interpretive skills to be able to interview patrons regarding their information needs and guide them in the use of more complex library and on-line resources;

• Strong written and verbal communication skills with demonstrated proficiency in English grammar, punctuation and spelling to be able to prepare internal library reports and written and visual presentations on library resources and present them to library patrons, including students;

• Strong organizational skills to oversee and lead workflow in assigned area;

• Demonstrated problem solving and research skills to address standard and non-standard work problems;

• Full proficiency in the use of automated library system(s) and subsystem(s) pertaining to functional areas.

• An ability to work within a diverse environment and be service-oriented in working with patrons and other library staff, including the ability to establish and maintain effective working relationships within and outside the library;

• Effectively provide lead work direction and training to student workers and an understanding of employment and payroll procedures related to student workers; work cooperatively with faculty, staff, users, vendors, and the public in a constructive and positive way; work constructively with other campus departments when problem solving; use discretion in applying rules, regulations, and procedures;

• Use (and demonstrated expertise in) library automated system(s), especially subsystem(s) pertaining to functional areas, including database maintenance;

• Interpret library unit’s policies and procedures and apply them accurately in performing work functions, as well as the ability to evaluate procedures and recommend changes;

• Communicate effectively with University faculty, staff, students and community users, and vendors both orally and in writing;

• Provide outstanding customer service;

• Accept direction from multiple sources; effectively organize, prioritize and complete tasks independently in a fast-paced environment with frequent interruptions and conflicting deadlines;

• Work independently within the framework of established library procedures; work accurately with attention to detail; investigate and research complex problems, including analyzing and interpreting information; compile and present information in an organized manner;

• Learn and operate the Alma Unified Library Management System, as well as MS-Office applications; utilize standard and non-standard features of various on-line resources and standard desktop software packages, such as word processing and spreadsheets, to perform technical work or assist patrons.

Preferred: Qualifications:
Education equivalent to a bachelor’s degree and experience which has provided the incumbent with the knowledge, skills, and abilities listed above.

**Application Procedure:** To apply, qualified candidates must electronically submit the following materials via Interfolio (link below):

- Letter of Interest
- Resume or Curriculum Vitae
- Contact information for at least three professional references
- HSU Employment History Form (HSU Employment History Form: [https://forms.humboldt.edu/employment-history-form](https://forms.humboldt.edu/employment-history-form); NOTE: Download the HSU Employment History Form and save it as a PDF file prior to filling it out. If the form is completed in an online browser, content WILL NOT be saved).

**CLICK HERE TO APPLY NOW:** [http://apply.interfolio.com/97763](http://apply.interfolio.com/97763)

**Application Deadline:** This position will remain Open Until Filled. The first review date is Monday, November 22, 2021.

Any inquiries about this recruitment can be directed to careers@humboldt.edu or HSU’s Human Resources Office at (707) 826-3626.

Humboldt State University sits on the traditional homelands of the Wiyot people in what is currently called Arcata, CA. The Wiyot people call the area Goudi’ni (over in the woods). HSU was the first campus in the California State University system to offer a stand-alone major in Native American Studies.

HSU is committed to enriching its educational environment and its culture through the diversity of its staff, faculty, and administration. Persons with interest and experience in helping organizations set and achieve goals relative to diversity and inclusion are especially encouraged to apply.

Humboldt State University is part of the 23-campus California State University system. The University has a comprehensive arts and sciences curriculum, which is recognized nationally for its high academic quality. Founded in 1913, HSU is one of the premier public institutions in the Western United States; it is a rural and residential campus of approximately 7,000 students. The main campus is located in Arcata, California, in the northwestern part of the state along the coast, and situated among redwood trees in an area that offers unmatched scenic beauty, moderate climate, and opportunities for outdoor activities. The surrounding Humboldt County locale has a population of approximately 135,000. The community offers an excellent range of businesses, services, and cultural activities and performances. The local schools are ranked in the top performance percentiles, both nationally and in the state.
CSU requires faculty, staff, and students who are accessing campus facilities to be immunized against COVID-19 or declare a medical or religious exemption from doing so. Any candidates advanced in a currently open search process should be prepared to comply with this requirement. The systemwide policy can be found at https://calstate.policystat.com/policy/9779821/latest/ and questions may be sent to hr@campus.edu.

It is the responsibility of the applicant to provide complete and accurate employment information. Incorrect or improperly completed applications will not be considered for vacancies. Any reference in this announcement to required periods of experience or education is full-time activity. Part-time experience or education—activities only part of which are qualifying—will receive proportionate credit. Humboldt State University is not a sponsoring agency for staff or management positions (i.e. H-1B Visas).

Evidence of required degree(s), certification(s), or license(s) is required prior to the appointment date. A background check (including a criminal records check, employment verification, and education verification) must be completed satisfactorily before any candidate can be offered a position with the CSU. Certain positions may also require a credit check, motor vehicle report, and/or fingerprinting through Live Scan service. Adverse findings from a background check may affect the employment status of candidates or continued employment of current CSU employees who are being considered for the position.

Humboldt State University is committed to achieving the goals of equal opportunity and endeavors to employ faculty and staff of the highest quality reflecting the ethnic and cultural diversity of the state. Additional information about Humboldt State University can be found at www.humboldt.edu.

Humboldt State University is a Title IX/Affirmative Action/Equal Opportunity Employer. We consider qualified applicants for employment without regard to race, religion, color, national origin, ancestry, age, sex, gender, gender identity, gender expression, sexual orientation, genetic information, medical condition, disability, marital status, protected veteran status, or any other legally protected status.

Compliance with the California Child Abuse and Neglect Reporting Act (CANRA) and CSU Executive Order 1083 Revised July 21, 2017 (EO 1083) is a condition of employment. CSU employees in positions with duties that involve regular contact with children or positions which supervise such employees are designated as Mandated Reporters under CANRA and are required to comply with the requirements set forth in EO 1083. Upon appointment to this position, the successful candidate(s) will be notified of and required to acknowledge their CANRA reporting status.

Additionally, all CSU staff and faculty receive training annually on their obligations in responding to and reporting incidents of sexual harassment and sexual violence. You will be notified by email when you are required to take this mandated training.

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See more photos at Humboldt State University’s Flickr page.