Position Title: NIGHT/WEEKEND LIBRARY CIRCULATION COORDINATOR  
( Library Services Specialist III)

Recruitment #: #1992

Full/Part-Time: Full-Time

Employment Type: Temporary, ends on or before August 30, 2017. Any continuation beyond August 30, 2017 is contingent upon satisfactory performance and available funding.

Bargaining Unit: R09

Salary: $3,371 - $5,666 per month  
Non-Exempt

Department: CSUB Walter Stiern Library – Circulation Department

Available: Immediately

Special Conditions: Background/ Fingerprint

Sensitive Position: Yes

Posted: February 19, 2016

Closing Date: March 4, 2016

APPLICATION PACKET REQUIREMENTS
This position requires (including those on campus) submission of:

- A standard CSU, Bakersfield job application (download at: http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html)
- Names of three professional references
- Copy of degree/transcripts/typing certificate, if required
- Brief description of how you are qualified for this position by virtue of your interest, aptitude, education and experience required.

Within Academic Affairs, the main mission of the Library Circulation/ILL/Distant Services Department is to provide and promote a full range of supportive, quality services to CSUB students, faculty, staff, and community members. Library staff strive to meet patron needs by making retrieval and check out of library material as convenient and timely as possible. We provide library patrons research, reserve and check-out assistance, lend and borrow items from other libraries, assist students at our AV campus with their research needs, assist library users on the use of library machinery, and monitor and bill for library material not returned in a timely manner.

The Library Services Specialist III (LSS III) is responsible for the Sunday-Thursday late night operation of the library’s Circulation/Reserve Desk, coordination of student assistants (SA) on duty, and building security. The duties include but are not limited to routine circulation, shelf maintenance and functions using automated circulation systems. The LSS III will order library material and receive invoices, search and import/export records and process and catalog library material.

California State University, Bakersfield is committed to Equal Employment Opportunity. Applicants will be considered without regard to gender, race, age, color, religion, national origin, sexual orientation, genetic information, marital status, disability or covered veteran status.
DUTIES: Under the direction of the Circulation Department Manager the incumbent performs the following duties as well as additional duties:

Customer Service

- Responsible for responding to patron inquiries at the check-out desk or wherever encountered in the library, ensuring patrons are finding materials they are looking for and encouraging patrons to ask for assistance when needed from Reference librarians or other library staff.
- Assisting and instructing patrons in the retrieval of library materials and use of library resources (including copy machines, RunnerCard VTS and card readers, print terminals, microfilm reader printers, and online Public Access Catalogs (Opacs) as needed).
- Direct and monitor service activities involved with checking in or out library materials and provides spectrum of patron assistance and problem resolution at the Circulation Desk.
- Assist Community Borrowers in the purchasing or acquiring borrowing cards for the library.
- Respond to patron or student complaints about library policy violations and conduct hourly walks through the building to ensure compliance.

Coordinate Student Assistant Activities

- Interview, hire and train student assistants (SAs) and coordinate their work at the Check-out desk and in the stacks.
- Help SAs locate replacements or adjust SAs shift coverage to meet scheduling needs specifically with regards to evening and weekend shifts.
- Monitor patron service activities and performing quality assurance on materials circulated from the check-out desk.
- Updating or creating procedural manuals for SAs or materials for additional training.
- Evaluating SAs work performance.
- Provides SAs with projects, primarily quality assurance searches on missing and lost book lists to ensure productivity of SAs.

Stacks Maintenance

- Oversee stacks maintenance program.
- Ensure stacks are in order.
- Assure material is accurately shelved.
- Perform shelf and book measuring projects.
- Coordinate shifts and special projects.
- Monitor work of new hires until standards for speed, accuracy and quality are met.

Technical Services Processing

- Order items in Gobi3.
- Receive and pay YBP invoices.
- OCLC searching and importing/exporting records.
- Processing: gluing, property stamping and targeting journals, books, videos, etc.
- Verify call numbers on library materials.
- Search titles for duplication.
- Catalog California Documents and Reference to Main Books.
- Perform Document transfer from OCLC to library catalog.
- Prepare all California Documents for repository holding.
- Assure all Government Documents have proper Classification Numbers.

Building Security and Safety

- Perform and delegate nightly walkthroughs to assure a safe library environment (late night).
- Perform opening and closing procedures, which include: securing doors and safe, floor by floor inspection, and safe exit of all patrons at closing.
- Maintain police dialogue for CSO activities and in emergency situations.
- Report all sensitive lost and found items to University Police.
- Respond to main entrance security gate and emergency exit alarms.
- Respond to patron concerns and complaints regarding safety or library policy violations.
- Report to Facilities, or University Police during after-hours and weekends, any and all equipment or structural damage, including but not limited to: lights, doors, alarms, windows, plumbing, and any issues outside the library.

Marginal Duties

- Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.
- Assist with Reserve processing and library billing as needed.
- Prepare and sync all iPads/Laptops for circulation.
- Perform other job-related duties and special projects as assigned.
REQUIRED QUALIFICATIONS: Completion of a high school education or equivalent plus two to three years of related library and/or clerical experience or an equivalent combination of experience and education that provides the knowledge, skills, and abilities listed below. In-depth knowledge of library methods and practices. Ability to analyze situations and problems and take the proper course of action. Ability to train and oversee part-time employees. Experience working with the public and circulation computer systems.

Knowledge, Skills, Abilities:
- Knowledge of Library of Congress classification scheme
- Working knowledge of library collections and its organization
- Knowledge of Voyager cataloguing and OCLC for the execution of California Government Document information transfer
- Familiarity with iPad/Laptop syncing procedures in support of iPad/Laptop checkout program
- Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
- Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
- Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
- Ability to interpret, communicate and apply policies and procedures.
- Maintain a high degree of confidentiality.
- Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
- Excellent computer skills and competence with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.

SCREENING: Only those applicants possessing experience most directly related to the immediate needs of the office will be invited to appear before a Qualifications Appraisal Board for the purpose of appraising training, experience and interest in the position.

CALIFORNIA STATE UNIVERSITY EMPLOYEES UNION: It shall be the policy of the CSU in filling vacant CSUEU bargaining Units 2, 5, 7 & 9 positions to fill such vacancies from among qualified individuals currently employed on-campus except when it is determined that it is necessary to appoint outside applicants to meet campus workforce diversity goals or to provide specialized skills and abilities that are not available from current employees.

BACKGROUND CHECK: A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

MANDATED REPORTER: The person holding this position is considered a “mandated reporter” under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

GENERAL INFORMATION: It is the policy of California State University; Bakersfield to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees will be required to present documentation verifying their right to accept employment. You will also be requested to present a social security card at the time of initial appointment in compliance with state payroll regulations. State regulations require that every state employee sign the Oath of Allegiance prior to commencing the duties of his/her State employment, except legally employed non-citizens. These individuals are required to sign the Declaration of Permission to Work.

APPLICATION PROCEDURE: Official California State University, Bakersfield application forms must be completed in full and received in the Human Resources Office by 5:00 p.m. on/or postmarked by the specified closing date, unless otherwise indicated. Resumes are welcomed but will not be accepted in place of the official application. E-mailed or faxed applications or resumes will also not be accepted. Applications are available outside the Office of Human Resources and may be downloaded from the Human Resources website. Candidates who reside outside the city of Bakersfield may contact the Office of Human Resources and request that an application be mailed to their residence. It takes a minimum of 4-6 weeks from the closing date for a position to be filled. To check the status of your application, go to the Human Resources’ Job Opening/Status Inquiry page at http://www.csub.edu/bas/hr/EmplRecruit/Job%20Status%20Inquiry/index.html and click on the “Job Status” icon link. Applicants will not receive individual notifications. Upon submission, all application materials become the exclusive property of California State University, Bakersfield and will not be copied or returned.

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