Library Assistant

Wofford College invites applications for a library assistant. Reporting to the circulation manager, the library assistant’s primary responsibility is to perform general library circulation duties, provide excellent customer service at the circulation desk, and help supervise the student workers when the circulation manager is not present.

The library assistant is a non-exempt position located in Sandor Teszler Library, and the normal work schedule is 11 a.m. to 8 p.m., Monday through Thursday, and 10 a.m. to 7 p.m. on Friday. The schedule will differ during the summer and breaks in the academic year. Minimal hours of work performance are 40 hours per week.

RESPONSIBILITIES:

General Library Circulation

75%

As the primary and first point of contact for library visitors, the Library Assistant is customer service oriented and assists library patrons (students, faculty, staff and community members) with their questions, books, media and/or library services needs. Duties include:

- Performing library circulation work for library patrons with professionalism, timeliness and courtesy by checking books in and out, and answering simple directional and information requests (e.g., questions on using the library website).
- Building opening and closing procedures during the summer, including walking and clearing the floors.
- Collaborating with campus partners (Writing Center, peer tutoring) in the evening.
- Managing the building in the evening, submitting facility maintenance tickets, IT tickets, collaborating with Campus Safety as needed, monitoring student behavior and communicating problems/activities with the department. Taking the initiative to resolve problems when possible.
- Using Alma Fulfillment extensively to process books, item requests, course reserves, temporary item location changes and to update patron and item records.
- Gathering and recording building use statistics and creating Excel spreadsheets with the data.
- Receiving and processing course reserves requests.
- Processing PASCAL Delivers items and fulfilling requests. Assisting patrons with their PASCAL requests.
- Receiving and processing Interlibrary Loan items and fulfilling ILL requests using OCLC. Assisting patrons with their ILL requests.
- Performing stacks maintenance, shelving books, tidying the shelves, troubleshooting problems with the compact shelving.
- Assisting patrons with their computer and printing needs.
- Working in collaboration with the part-time library circulation assistant and communicating frequently via email.
- Creating signs for events, building hours and for areas in the building.
• When needed, following protocol for pandemic process of book retrieval and contactless pick-up.

15% Student Supervision
The library assistant supervises the student library workers when the circulation coordinator is not present.
• Provides direction, guidance and support to student library workers.
• Assists the circulation coordinator with training new student workers.
• Monitors attendance and requests coverage as needed.
• Helps the circulation coordinator ensure the students are engaged, treated fairly and are productive library employees.

10% Other Duties as Assigned
• Performs other tasks, duties or projects as required and/or as assigned by the circulation coordinator; the director of library research, education and outreach services; or the dean of the library.
• Attends seminars, trainings and meetings as needed or assigned in keeping current with library circulation trends, needs and information.

QUALIFICATIONS:
The library assistant works independently under general supervision and must possess excellent communication and people skills to effectively carry out the responsibilities of this position. The library assistant is reliable, flexible, a good team member, and is adaptable to frequent changes. They understand and abide by library ethics and copyright law. They are experienced in the use of hardware and software technology, including office equipment (copier, scanner, fax, etc.). Preference will be provided for candidates with a bachelor’s degree with up to two years of direct library work experience (proficiency with an Integrated Library System), and are proficient with Microsoft Office (Word, Excel, PowerPoint, Internet Explorer and Outlook).

Given the nature of this position, demands of this position (at times) may include lifting (up to 50 lbs.), bending, stooping, etc. Multi-tasking along with prioritizing tasks/workload to meet timely deadlines may be required at times.

APPLICATION:
Application materials should be submitted electronically to LibraryAssist@wofford.edu. Application materials include: (1) a letter of interest explaining how the candidate qualifies for the position, (2) a current resume, and (3) a list of three professional references, including contact information.

For assured consideration, please submit application materials by midnight, October 1, 2021.

EEO STATEMENT:
Wofford College values diversity within our students, faculty and staff, and strives to recruit, develop and retain the most talented people. Wofford College does not discriminate in employment on the bases of race, color, creed, religion, sex, (including pregnancy, childbirth or related medical conditions, including but not limited to lactation), sexual orientation, transgender status, gender identity, age, national origin, disability, veteran status or any other legally protected status in accordance with applicable federal, state and/or local laws.
It is the policy of Wofford College to provide reasonable accommodations. If you require an accommodation to participate in any part of the hiring process, please reach out to HumanResources@Wofford.edu.

**TITLE IX COMPLIANCE:**
Wofford College is committed to providing an educational and work environment, including programs and activities, that is free from discrimination, harassment and retaliation. In compliance with Title IX of the Education Amendments of 1972, Wofford College does not discriminate against any employee, applicant for employment, student or applicant for admission on the basis of sex.

Inquiries related to the application of Title IX at Wofford College can be made as follows:

**Wofford College**
Matthew Hammett
Director for Civil Rights, Title IX Compliance and Student Risk Assessment
Title IX Coordinator
429 North Church Street
Snyder House
Spartanburg, SC 29303
864-597-4048
hammettmk@wofford.edu

**External Inquiry:**
Office for Civil Rights (OCR)
U.S. Department of Education
400 Maryland Avenue SW
Washington, D.C. 20202-1100
800-421-3481
OCR@ed.gov
https://www.ed.gov/ocr

**DISCRIMINATION, HARASSMENT AND TITLE IX REPORTING:**
Individuals who experience harassment or discrimination on the basis of their membership, or perceived membership, in a protected class are encouraged to contact Wofford’s Title IX coordinator via email, phone or mail at any time or in person during normal business hours. The Title IX coordinator can assist individuals in making a report or formal complaint, connecting with campus and community resources, and accessing support with academics, housing and/or employment.

Individuals may also submit a report through the online Discrimination and Harassment Reporting Form. Reports can be submitted anonymously, but anonymous reports may limit the College’s ability to address reports.

All reports will be reviewed and addressed using Wofford’s Nondiscrimination and Anti-Harassment Policy and Procedures.