Under the general direction of an assigned Access Services Section Coordinator, this position oversees operations at various public service desks in the Pollak Library (e.g., Circulation Desk, Periodicals Desk, Electronic Research Desk, Audiovisual and Curriculum Materials Desk) and the Irvine Campus, including directing the work of 2-3 student assistants to ensure a smooth workflow and resolving difficult desk situations. Depending on hours or location, this position is responsible for opening and/or closing the library.

**SIGNIFICANT CHANGES FROM PREVIOUS JOB DUTIES (IF APPLICABLE)**

*Instructions: Briefly summarize or list the changes that have been made to the position since it was last reviewed by Human Resources.*

*Example: “Provide leadership and direction to two full-time clerical assistant positions that were transferred to this office from the Records Office as a result of internal organization changes.”*

El Toro changed to Irvine
MAJOR JOB RESPONSIBILITIES: INDICATE % OF TIME FOR EACH (TOTAL % MUST ADD UP TO 100%)

Instructions: Group the major functions of the position by major job responsibility and indicate the percent of time for each. The total must add up to 100%.

Examples: 60% - Office Reception  
30% - Document and Records Maintenance  
10% - General Correspondence  

75% - Staff member in charge of the desk at various public service desks  
20% - Projects under the direction of various Public Service Desk coordinators, including processing reserve materials or Interlibrary Loan requests.  
5% - Miscellaneous responsibilities in support of overall library operations.

DESCRIBE THE POSITION(S) THAT REPORT TO THE INCUMBENT

Example: Administrative Support Assistant II, Position number 242-555-1032-123

As staff member in charge of a service desk, this position will direct the work of 2-3 student assistants at a time.
LIST PRIMARY DUTIES ASSOCIATED WITH EACH MAJOR JOB RESPONSIBILITY

**Instructions:** Using each major job responsibility listed above as a heading, list examples of the individual duties and/or responsibilities that are associated with each major job responsibility. Each list does not have to be all inclusive, but should provide clear examples of the typical work performed.

**Examples:**

**Office Reception**
- Greets visitors and responds to routine questions
- Answers phones and takes messages
- Directs office traffic

**General Correspondence**
- Drafts routine memoranda
- Completes forms
- Drafts meeting minutes

**Document and Records Maintenance**
- Maintains hard copy alphabetic files
- Tracks the numbers of visitors and the types of assistance requested
- Updates spreadsheets and electronic files in accordance with established procedures

**Selected Desks:**

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-- Check-in, check-out, and renew general circulating materials and reserve materials and/or direct workflow and student assistants as they perform these duties. (AVCMC, CIRC, IC)
-- Handle all cash transactions, which may include paying fines or bills, making change, balancing the change fund and the cash register. (AVCMC, CIRC, IC)
-- Correct any inaccurate data in Circulation patron database. (CIRC, IC)
-- Provide assistance with LINK+, hold maintenance and Interlibrary Loan. (CIRC, IC)
-- Guide patrons in use of self-check and renewals. (AVCMC, CIRC, IC)
-- Open and/or close the library (CIRC, IC)
-- Work with patrons using computers in the area to resolve basic printing problems and computer navigation questions, referring to Library Systems staff as necessary (AVCMC, CIRC, ER, IC, PERI)
-- Check out group study rooms or listening/viewing rooms (AVCMC, IC, PERI)

**Other projects as assigned.**

75% - Staff member in charge of the desk at various public service desks (Audiovisual and Curriculum Materials (AVCMC), Circulation (CIRC), Electronic Research (ER), Irvine Campus Library (IC), Periodicals (PERI):

**All Desks:**

-- Provide general public service at desk as needed.
-- Provide general information assistance and assure appropriate referral of patrons to alternate sources/locations as appropriate.
-- Handle, or refer by appointment if necessary, all patron complaints or other difficult patron situations.
-- Assist with centralizing policies and training for all Public Services Desk students and provide direct feedback on their performance to appropriate student supervisor.

**Selected Desks:**

-- Check-in, check-out, and renew general circulating materials and reserve materials and/or direct workflow and student assistants as they perform these duties. (AVCMC, CIRC, IC)
-- Handle all cash transactions, which may include paying fines or bills, making change, balancing the change fund and the cash register. (AVCMC, CIRC, IC)
-- Correct any inaccurate data in Circulation patron database. (CIRC, IC)
-- Provide assistance with LINK+, hold maintenance and Interlibrary Loan. (CIRC, IC)
-- Guide patrons in use of self-check and renewals. (AVCMC, CIRC, IC)
-- Open and/or close the library (CIRC, IC)
-- Work with patrons using computers in the area to resolve basic printing problems and computer navigation questions, referring to Library Systems staff as necessary (AVCMC, CIRC, ER, IC, PERI)
-- Check out group study rooms or listening/viewing rooms (AVCMC, IC, PERI)

20% - Projects under the direction of various Public Service Desk coordinators:

**Assist with Reserve Processing under the direction of the Reserve Coordinator:**

-- Prepare materials for addition to Reserves through the creation of bibliographic, item, and course records.
-- Ensure appropriate readings are available in electronic, as well as print form.
-- Print and oversee mailing of reserve overdue notices and bills.
-- Maintains reserve statistics.
-- Maintains the physical condition of the RBR Collection, including repair and replacement of materials as needed.
-- Coordinate the removal and return of Reserve materials to faculty.
-- Communicate with faculty regarding specific reserve requests.
-- Communicate with faculty/library staff regarding general reserve information such as statistics, policies, procedures, or new services.
-- Ensure compliance with federal Copyright Laws.

**Assist with ILL Processing under the direction of the ILL Coordinator:**

-- Assist ILL Section Coordinator with ILL borrowing operations.
-- Analyze incoming borrowing requests and process as appropriate.
-- Prepare and process Irvine request for the Pollak Library.

**Other projects as assigned.**

5% - Miscellaneous responsibilities in support of overall library operations

- Take advantage of cross-training opportunities provided
- Provide assistance on projects as assigned
- Serve on committees, task forces, etc. as assigned
- Other duties as assigned.
ESSENTIAL QUALIFICATIONS
Instructions: Briefly describe the minimum job related experience and/or education and equivalents that would provide the knowledge, skills, and abilities that an incumbent must possess to satisfactorily perform the duties and responsibilities of the position consistent with the minimum qualifications described in the CSU System Classification and Qualification Standards.

Example: The minimum qualifications for this position would normally be obtained from completion of a high school program or its equivalent and some experience in an office setting.

1. Current library work experience correlate with LAI or LAII-level duties, and ability to demonstrate general knowledge of library activities, policies and procedures.
2. Experience providing customer service and strong public service orientation, including demonstrated success working with the public, as the position is called upon to resolve unique problems and complaints.
3. Experience directing the work of others, as this position will direct the work of student assistants.
4. Experience with library and information standards and classification systems.
5. Experience with online bibliographic utilities and library systems, such as OCLC, ILLiad, Innovative Interfaces, InnReach, etc., as well as general knowledge of various library databases and the Internet.
6. Demonstrated flexibility and the ability to work as part of a team in a complex, changing environment.
7. Computer literate; familiar with Windows desktop, word processing, and e-mail software required, as well as integrated library management systems, bibliographic databases, spreadsheets, and Internet resources and tools desired.
8. Excellent analytical skills combined with excellent oral and written communication skills.

PREFERRED QUALIFICATIONS
Instructions: List additional knowledge, skills, and abilities that would enhance an incumbent's ability to perform the work of the position. Provide examples of level of education and types of certification and their equivalents where appropriate.

1. Ability to work independently
2. Knowledgeable regarding the role of academic libraries meeting the information needs of students, faculty, and staff;
3. Demonstrated ability to make consistently good decisions when interpreting policies and explaining procedures, as well as the ability to be diplomatic and negotiate disputes

LICENSE / CERTIFICATION
Instructions: List any job related certificate(s) and/or license(s) that the incumbent must possess to be appointed into the position. Provide a brief explanation for each requirement listed.

Example: Valid California Driver's License. Position requires the use of a state vehicle to transport to events and visit schools and other outside constituents at variable hours.

Valid California Driver's License and transportation, as the position may be assigned to work at the Irvine Campus (approximately 19 miles from the main campus).

SPECIAL WORKING CONDITIONS
Instructions: List any special or unusual working conditions to which the incumbent will be exposed.

Example: Works on uneven surfaces such as gravel covered and pitched roofs.

Schedules may vary depending on specific assignment, and may include evenings or weekends. May include 4/10 work week or irregular work schedule (more or less than 8 hours/day.)
## PHYSICAL REQUIREMENTS

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<tr>
<th>Activity</th>
<th>N/A</th>
<th>Continuous</th>
<th>Intermittent</th>
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<td>Standing</td>
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## WORK ENVIRONMENT (EXPOSURE TO THE FOLLOWING)

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## SIGNATURES

My signature denotes that this position description is an accurate and correct statement of the duties, responsibilities, and functions assigned to this position.

1. Incumbent Date
2. Dept. Hiring Manager / Management Supervisor Date
3. Department Head Date
4. Appropriate Administrator (if different) Date
5. Vice President / President/Designee Date