

Job Description *Library Staff Positions*

Information Desk Associate, Sr.

Employee Name	Vacant
Department or Unit	Information Desk
Division	Woodruff Health Sciences Center Library
Campus Job Classification / Title	Library Specialist, Sr.
Campus Job Code	ND05
Campus Pay Grade	228
FTE [Percentage of Time]	100% (40 hours)
Type of Appointment	Permanent
SA Status	Non-Exempt
<p><i>This is a Non-Exempt position. Employees in this position are paid an hourly pay rate, on a bi-weekly basis, and are eligible to receive overtime pay for any hours worked over 40 in a work week.</i></p>	
Name of Direct Supervisor	Mersiha Varupa
Supervisor's Library Job Title [Functional]	Information Desk Library Manager
Supervisor's Campus Job Classification	231

University Job Summary Statement

Performs a variety of complex library services and operations requiring specialized knowledge. May process, verify and change bibliographic information online. Handles requests for borrowing and lending library materials. Performs bibliographic management activities such as searches, checking the series and name authority files, and reviewing cataloging records. Provides research assistance and answers complex research requests. Interprets library policies, handles specialized materials, and instructs users in the use of internal and external information resources. Creates permanent bibliographic and authority records. Searches databases to determine the availability of materials, oversee receipt/check-in of materials, and reshelfing. May assist in hiring, training, supervising and evaluating a student or general staff. May monitor and direct workflow in assigned areas. Performs related responsibilities as required.

The above statements are intended to describe the work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

Library Position Statement

Reporting to the Information Desk Library Manager, the Information Desk Associate, Sr., provides basic reference assistance at the library information desk or service point. The Information Desk Associate, Sr., uses specialized knowledge to respond to requests about the library's print and electronic resources, directing users to appropriate subject databases and providing basic instruction in their use. Assists in identifying or verifying citations and assists users with bibliographic management software. Performs circulation of transactions and assists with check-in of users. The Library Desk Associate, Sr. will monitor and respond to evening/weekend WHSC Library electronic

reference service (AskUs). Assists with computer workstations, equipment, troubleshoots, and reports on hardware or software problems. Monitors the physical environment and may manage building emergencies. Compiles statistics for all transactions. Interprets library policies and exercises judgment in resolving user problems. This position serves as a team lead when Information Desk Library Manager is not on site. Performs related responsibilities as required.

Type of Supervision Received

Reporting to the Information Desk Library Manager, the Information Desk Associate, Sr. works closely with this supervisor and other Information Desk staff. General directions are provided by the Information Desk Library Manager. Individual performance is informally reviewed on a regular basis and formally on an annual basis; progress toward unit and professional goals is a key component of the performance evaluation process.

Key Responsibilities & Duties

- **Customer Service & Information Support:** Deliver professional assistance at the Information Desk and through multiple channels; respond to inquiries using biomedical resources and databases; guide customers in locating materials and provide brief tutorials on tools like PubMed, Web of Science, and EndNote. Monitors AskUs during scheduled evening or week-end hours, responding to designated types of questions.
- **Library Operations & Circulation:** Oversee secure opening/closing procedures, monitor security systems, and manage visitor registration; assist with circulation tasks including check-outs, renewals, holds, and interlibrary loan coordination; maintain desk supplies and communicate with other departments to ensure smooth operations. Assists in the evacuation of library users during building emergencies. Uses independent judgment when handling building emergencies that occur in evenings and weekends
- **Technology & Professional Development:** Support users with public workstations, printers, scanners, and troubleshoot basic technical issues; stay current with library resources and health sciences developments; use Teams and listservs to share updates and maintain awareness of campus events.

University Minimum Required Qualifications

Bachelor's degree in a related field and three years of related work experience in customer service OR equivalent combination of experience, education, and training.

Library Required Qualifications

These qualifications are required by the library in addition to the minimum required qualifications of the University listed above.

- **Reliable and Flexible Work Schedule:** Ability to maintain regular hours, including evenings and weekends, with flexibility to adjust as needed; punctual attendance is essential.
- **Strong Technical and Interpersonal Skills:** Proficient in Microsoft Office (Outlook, Word, Excel) and bibliographic information; effective verbal and written communication; able to collaborate and provide clear, accurate directions.
- **Adaptability and Physical Capability:** Demonstrated time management and ability to meet deadlines in a fast-paced environment; commitment to diversity; capable of lifting up to 20 lbs. and performing physical tasks such as standing, bending, and shelving.

Library Preferred Qualifications

- Experience in an academic library or library circulation department.
- Familiarity with Microsoft Office Suite, specifically Excel and Teams
- At ease with working independently and in a team environment.

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<i>EUL-HR Review</i>	<i>Krystal S. Rambus</i>
<i>DATE</i>	<i>November-2025</i>