



Job Description *Library Staff Positions*

Information Desk Associate (Part-time)

Employee Name	Vacant
Department or Unit	Information Desk
Division	Woodruff Health Sciences Center Library
Campus Job Classification / Title	Library Specialist(User Services)
Campus Job Code	ND01
Campus Pay Grade	226
FTE [Percentage of Time]	50% (20 hours)
Type of Appointment	Permanent
FLSA Status	Non-Exempt
Name of Direct Supervisor	Vacant
Supervisor's Library Job Title [Functional]	Library Information Desk Coordinator
Supervisor's Campus Job Classification	Coordinator, User Services

University Job Summary Statement

Performs a variety of routine tasks associated with providing specific user services for the university and external community (e.g. circulating materials, verifying user status, communicating library policies, and organizing materials for public use) using a knowledge of on-line databases. Responds to requests from university and external users for information and circulation transactions. Communicates library policies and procedures to user community. Organizes materials for shelving or prepares materials for loan, reserves or other user services. Collects fines/fees. Maintains required record-keeping. Provides direction to student staff members. 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 Summary

Reporting to the Library Information Desk Coordinator, the Information Desk Associate is responsible for maintaining the order and appearance of library collections, especially the book and journal stacks. Primary duties include accurately shelving library materials, ensuring that stacks and study areas are neat and orderly, participating in Library closing procedures, assisting library users in locating materials, collecting, and compiling statistics to represent stacks activities. This position will assist in monitoring library spaces for compliance with university established protocols. The Information Desk Associate will cover breaks and provide user assistance at the Information Desk.

Type of Supervision Received

Reporting to the Library Information Desk Coordinator, the position works closely with other Information Desk staff. General direction is provided by the Information Desk Specialist, Sr. evenings and weekends. General direction provided by Associate Director.

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 performance evaluation process.

Type of Supervision Exercised

The Information Desk Associate does not supervise librarian, staff, or student employees.

The chart below outlines the scope of supervisory authority for the incumbent.

Does individual have responsibility for hiring recommendations?	No
Does individual have responsibility for work assignments?	No
Does individual have responsibility for performance evaluation	No
Does individual have responsibility for reclassifications/merit increases recommendations?	No
Does the individual have responsibility for recommending the design and redesign of organization structures and for defining and redefining individual roles?	No
Does individual have responsibility for discipline and discharge?	No
Does individual have responsibility for complaint resolution?	No

Key Responsibilities & Duties

A. Stacks Organization and Maintenance

1. Collects, straightens, and picks up library materials.
2. Arranges library materials on book trucks or in re-shelving areas; reshelves in proper order.
3. Shelf-reads collections and maintains proper arrangement on shelves; search for missing or lost volumes.
4. Attaches security strips.
5. Completes statistics forms.

B. Library Operations and Security

1. Ensures the timely and secure opening and closing of the library, sharing this duty with other Information Associates based on the weekly schedule; occasional schedule changes may be required to ensure that WHSC Library is operational for its scheduled hours. May contact Woodruff Library security, Emory Police, the lock shop, and Emory Card Office to resolve any troubles with the automatic door locks or other security issues. Sometimes serves as sole staff-person in library on nights or weekends.

2. Conducts regular “walk-throughs” of library space to assure library maintains neat condition and safe environment.
3. Maintains and distributes InfoDesk supplies; prepares photocopies of flyers, forms, and class hand-outs.
4. Enters data for gate statistics.
5. Assists with computer workstations and related equipment by re-supplying paper for printers, cleaning keyboards and monitors as assigned.
6. Monitors entrance and exit gates registering non-Emory visitors. Operates the materials’ anti-theft system, checks backpacks, etc. for library materials when the alarm sounds.
7. Assists in the evacuation of library users during building emergencies. Uses independent judgment when handling building emergencies that occur evenings and weekends.
8. Assigns study rooms and monitors workstation use to ensure fair allocation of in-demand library resources.
9. Maintains Information Desk in good order with adequate supplies and forms. Reports library facility problems as identified. Maintains master copies of forms and documentation on the WHSLC internal website monitors distribution of supplies, handles bank deposits, and cleans computer workstations.

C. Information Desk Services

1. Covers breaks at the Information Desk, assisting users with basic circulation procedures and providing answers to directional questions.
2. Assists users to locate library materials using Library Search (online catalog).

D. Directed and Self-Directed Learning

1. Surveys the Health Sciences Center Library website to stay aware of resources and services.
2. Learns about specific resources or software, as directed

University Minimum Required Qualifications

One year of college. One year of related experience.

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Library Required Qualifications

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

1. Ability to accurately sort materials in NLM call number order (alphanumeric) and alphabetically by title.
2. Ability to follow detailed instructions and procedures and to prioritize work activities.
3. Ability to maintain a regular work schedule, primarily evenings and week-ends.
4. Good interpersonal skills; ability to communicate effectively (verbal and written) and to work cooperatively with other staff.
5. Ability to perform moderately heavy physical work; lift up to 20 pounds and push full shelving cart (about 300 pounds).
6. Ability to stand, walk, climb, stoop, kneel, bend while reshelving materials.
7. Ability to perform basic mathematical calculations to compile statistics.

8. Ability to give accurate, precise directions.
9. Basic computer skills, and ability to use email.

Library Preferred Qualifications

- Working knowledge of standard computer office applications such as Microsoft Outlook, Word, Excel
- College degree

<i>LHR Review</i>	
<i>DATE</i>	