CLERICAL POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Library Support Staff, Level 5

DEPARTMENT: Quinn Library, Lincoln Center

RESPONSIBILITIES:
- Reports to Head of Access, Information and Collection Services & Operations.
- Responsible for providing courteous and efficient customer service to all library patrons regarding all facets of library operations.
- Trains, mentors, assists, and encourages library student assistants to perform a variety of tasks and uphold high customer service standards.
- Responsible for planning training sessions, content development, and teaching new and returning student-workers.
- Helps supervise daily student-worker assignments and maintains “Assignment” Board.
- Provides general Circulation services – collecting or waiving fines; general information, etc.
- Accepts and processes all Intercampus and Interlibrary loan requests for students and faculty.
- Fulfills document delivery requests – prompt scanning and e-mailing of needed articles.
- Helps manage Manual Recall Processing upholding efficient sharing of the library collection among all patrons.
- Able to carry out all Reserve Desk duties that includes Ares course management procedures.
- Provides patron assistance with KIC scanner operations, public printing, and general library catalog database searching.
- Contributes to grant initiatives and research guides.
- Edits book records in Workflows by modifying library location and status when necessary.
- Supervises stack maintenance tasks (i.e. shelf reading & audits) which includes inventory, weeding, shifting and collection development.
- Monitors UNILIV correspondence – patron overdue notices & general inquiries.
- Helps monitor group study room reservation system.
- Participates in professional development initiatives.
- Conducts opening/nightly closing duties as required, including being responsible for the cash register tally, turning off all Desk PCs, and opening up the overnight drop bin.
- Other tasks as assigned.

QUALIFICATIONS:
- B.A. preferred with at least one year academic library experience.
- Must be self-motivated, highly detail oriented with the ability to prioritize tasks.
- Must possess excellent communication skills, both written and oral.
- Must be able to work well with others and coordinate shared tasks.
- Prior experience in library related customer service, weeding and collection evaluation preferred.
- Must have a working knowledge of Microsoft Office applications, Library of Congress classification, ILL, SIRSI workflows, and online catalog and database searching.
- Prepared to take part in occasional meetings or assignments at RH or Westchester campus.
- Strong commitment to public service required.
- Must be capable of light lifting and shelving activities.
- Basic computer and writing skill testing required.
- Mandatory Competency Testing
- Demonstrated Writing Ability

SALARY: $1826.78 (Bi-Weekly)

FLSA CATEGORY: Non-Exempt

HOURS: Monday to Friday; 9:00 a.m. to 5:00 p.m. (Schedule may vary; weekend shifts possible)

START DATE: ASAP

SEND LETTER, RESUME TO: Nick Alongi, Head of Library Operations
 nalongi@fordham.edu

Fordham University is committed to excellence through diversity and welcomes candidates of all backgrounds. Fordham is an Equal Opportunity Employer –Veterans/Disabled and other protected categories