TITLE OF POSITION/RANK: Circulation Support Staff and Student Accounts Representative, Level 4

DEPARTMENT: Circulation, Walsh Library, Rose Hill

RESPONSIBILITIES:

- Reports to the Head of Access & Circulation
- Handle all types of circulation and reserves operations using Sirsi Workflows and Ares
- Generate user and item reports related to expired user accounts, analyzing efficacy of placing holds on accounts
- Process Library holds in Banner, including pertinent details about lost materials and account status
- Facilitate recuperation of lost items from patrons in an efficient, professional manner
- Coordinate searches at all three campus libraries for lost items remaining on expired user accounts
- Create, record and update an organized system for tracking accounts with Library holds, recuperation efforts conducted, and progress achieved for each account
- Maintain statistics for all overdue and lost item notifications, and for all student account holds activities
- Train, mentor, assist and encourage library student assistants to perform a variety of general library operations in all areas, including but not limited to the Circulation & Reserves Desk, shelving and stack maintenance, Scan/Copy Room equipment, and fielding patron inquiries
- Distribute assignments to student assistants in Circulation, Reference, and EIC, as needed, ensuring that Library and Student Employment guidelines are followed, and reports on student activities completed nightly
- Assist the Head of Circulation and department staff with creating, monitoring and revising a systematic and uniform method for scheduling and training the department’s 17-23 student assistants
- Fulfill hold requests and document delivery requests efficiently and professionally
- Provide courteous and efficient customer service regarding all facets of library operations and field patron inquiries in person, via phone and/or e-mail communications
- Ensure that the Circulation & Reserves Department is ready for business the following day by re-sensitizing, staging, and making carts of returned books; preparing intercampus bins for daily pickup/delivery; re-shelving Reserves books; and other tasks, as necessary
- Conduct nightly closing duties, including tallying cash; shutting down computers; opening overnight book drop bins; locking the office; and other closing tasks, as necessary
- Conduct opening duties, as needed, including setting up the department to begin assisting patrons for the day
- Lend support to Library colleagues and other departments when applicable
- Perform other duties as assigned

QUALIFICATIONS:

- High School Diploma required, B.A. or B.S. strongly preferred
- Prior academic library experience helpful
- Ability to train, motivate and oversee student assistants necessary; and must have strong interpersonal skills to work well with others and communicate professionally with colleagues and the University community
- Knowledge of Library of Congress classification system, or ability to learn, essential
- Familiarity with PCs and Windows software required; familiarity with automated library functions preferred
- Must be able to lift books and boxes of books, push heavy carts, move shelves, and maintain balance on stools
- Ability to coordinate activities and manage one’s time productively is essential
- Mandatory Competency Testing

HOURS: Sunday, 12pm-8pm; Monday-Thursday, 1pm-9pm
(Hours vary during summer and intersession)

SALARY: $1605.37 bi-weekly

STARTING DATE: 10.30.17

SEND LETTER & RESUME: John D’Angelo, Head of Access & Circulation, Walsh Library
jdangelo@fordham.edu (No phone calls, please.)

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