

Role Description

Montana University System



- Vacant Position-No Change
 - Vacant Position-Revised
 - New Position
 - Revised Role Description for Incumbent
- Position Number:H41072
Department:Library

1. General Information

5/16/08

Date

Library Technical Assistant

Position Title

George, Mary Ann

Name of Incumbent (Last, First, MI)

Employee Signature

2. Required Signatures

Immediate Supervisor

Date

Administrative Review

Date

Dean/Director Review

Date

3. Department Mission Statement *(Cut and Paste in 10 pt or less)*

The mission of the Library is to enhance instruction and learning by developing resources and access to information in support of the college's programs. The Library assists students in achieving success and contributes to the educational process by maintaining a balanced collection of materials in a variety of formats and by providing knowledgeable staff to help student with their information needs. The library also exists to foster the broader educational ideals of information literacy, intellectual inquiry and life-long learning within the college and the greater Helena community.

Please attach an organizational chart of your office/department.

4. General Statement Describing Expectations of the Position. (Include at a **minimum**, an explanation of a) supervisory responsibilities, b) degree of initiative and independence in performing the job, and c) overall complexity of assigned tasks.) This position provides assistance to library patrons in more than one area of the library, serves as lead worker in supervising all other clerical support in the provision of library services, and is in charge of the Library in Director's absence. Position is cross-trained and assigned work in all of the following areas of the library: circulation and front desk service, cataloging and

acquisitions, interlibrary loan, reference, exhibits and displays, and reserve collections. Position assists with policy development and serves as public face of library in answering policy and procedure questions from faculty, staff, and students, exercising independent judgement in responding to inquiries and complaints. Special projects are assigned as needed, but all areas of responsibility are self-directed and require a high degree of technical knowledge, initiative, independence and accuracy and are performed under minimal supervision. Library functions require specialized knowledge of several online, technical systems as well as general understanding of library organization, operations, and services.

5. Position Summary- (List the 3-6 major functions of the position in accomplishing the department's goals and mission.)

Major Functions with expected results (3-6 main functions or duties of the position).	Skills, knowledge & abilities needed for this function.
<p>SUPERVISION OF CLERICAL STAFF & SERVICES AT FRONT DESK (30%)</p> <p>Provide consistent delivery of library services at the front desk through policy development, planning, organization and training. Mission Basis: Student Success</p>	<p>Ability to accurately and consistently represent library services and policies while presenting a helpful and professional image.</p> <p>Ability to train and supervise clerical staff in basic library services and procedures, including circulation of materials, test proctoring, faculty document exchange, basic reference, general inquiries, and periodical and book processing.</p> <p>Ability to direct maintenance of routine office materials, systems and communications.</p> <p>Knowledge of functions of other campus offices and ability to effectively make referrals.</p>
<p>CATALOGING (20%)</p> <p>Catalog all new materials, adding them to OCLC Union Catalog and to University of Montana online public access catalog accurately, timely, and in accordance with UM-Helena specific procedures. Mission Basis: Create Access</p>	<p>Skill in locating new items accurately in OCLC bibliographic utility database using OCLC Connexion web based interface, adding holdings to OCLC database, and exporting bibliographic MARC records.</p> <p>Mastery of Voyager Endeavor cataloging system, including ability to selectively import MARC records to University of Montana cataloging system and to create UM-Helena specific holding and item records accurately.</p> <p>Ability to classify new materials using Dewey Decimal Classification System.</p>
<p>ACQUISITIONS (10%)</p> <p>Provide technical support for ordering all library materials. Mission Basis: Develop Resources</p>	<p>Ability to accurately prepare and receive print and online orders for library materials using Baker & Taylor web based ordering interface.</p>
<p>INTERLIBRARY LOANS & CIRCULATION (10%)</p> <p>Process all manual and online requests to borrow and lend library materials with other college libraries promptly and accurately. Mission Basis: Create Access</p> <p>Provide planning and technical support for efficient and accountable circulation of library materials to UM-H students, faculty, staff and community. Mission Basis: Student Success</p>	<p>Skill in using OCLC FirstSearch online web based interlibrary loan system to order, send, track, and account for all ILL activity.</p> <p>Knowledge of statewide and national ILL protocols.</p> <p>Ability to accurately follow and make necessary revisions to written procedures, maintain internal records of all ILL activity in compliance with audit procedures, and deliver materials in a timely manner to requestors and lenders in accordance with their instructions.</p> <p>Mastery of Voyager Endeavor circulation system with ability to perform standard loan processes, place print and electronic resources on reserve, send scheduled overdue notices, edit patron records, maintain circulation calendar, initiate timely Banner uploads, and install all updates of circulation system software.</p>

<p>REFERENCE (20%)</p> <p>Assist student and faculty in locating materials and information in support of curriculum and class success. Mission Basis: Student Success</p>	<p>Knowledge of library collections and services. Skill in using online catalogs and databases to identify resources. Ability to instruct patrons in effective use of electronic resources, especially journal indexes and databases. Ability to help patrons focus their research, vis a vis available resources, amount and type of information needed, and time constraints.</p>
<p>EXHIBITS, DISPLAYS & CULTURAL ACTIVITIES (10%)</p> <p>Solicit, plan, and schedule cultural displays and library sponsored activities for the college and greater community. Mission Basis: Connect with Community</p>	<p>Knowledge of Helena community and ability to publicize, solicit and engage visiting displays, demonstrations, or speakers. Ability to independently develop and monitor procedures to govern cultural activities in the library.</p>

6. Additional Proficiencies. *(List position requirements not described above, (e.g. computer hardware/software, other office equipment, laboratory equipment, prior supervisory experience, etc).*
ONLY LIST EDUCATION AND/OR EXPERIENCE REQUIREMENTS WHEN A DEGREE IS MANDATORY, SUCH AS A C.P.A. FOR AN ACCOUTANT, M.D. FOR A PHYSICIAN, ETC.)

7. Physical Demands. (The Americans with Disabilities Act requires employers to make reasonable accommodations for a person with a disability. This information is needed to assist the University in meeting these regulations.)

Please list any unusual physical requirements of the position.

The ability to sit for long periods of time. Use of hands for extended periods of time. Ability to lift 25 pounds and push/pull50 pounds. Ability to handle trying and confrontational situations. Ability to work at computer screen and type for extended periods of time.