

Access and Library Services Assistant

The Access and Library Services Assistant provides support for a variety of activities in Access and Delivery Services, with a primary focus on Perkins Service Desk operations. The Access and Library Services Assistant acts as rotational support to various groups within the department as operational demands require.

Position works a regular week of Tuesday through Saturday throughout the year.

Responsibilities

Perkins Service Desk

- Provides outstanding customer service as part of regular desk staff rotation, including providing direction to student staff and assistance to RIS staff, including coordination of work assignments among student staff to ensure that tasks are allocated equitably and completed accurately.
- Assists patrons, student staff, and full-time staff with questions concerning requesting, retrieval, and delivery of materials and services.
- Provides general research consultation and informational assistance to library patrons both in person and using various communication tools (e.g. phone, chat, email). Assists patrons in locating library materials and using library equipment.
- Acts as primary assistant for training and supervision of service desk staff; assists Coordinator, Access and Library Services with recruiting and onboarding of new student staff throughout the year. Imparts customer-focused service orientation to student workers. Act as backup / secondary coverage for desk scheduling and timecard processing.
- Assists with Library service evaluation and outreach efforts through the year, including data collection, patron outreach efforts, and escalating issues to supervisor or department head as appropriate.
- Acts as a first contact and problem solver for basic IT and facilities issues, including monitoring the functionality of equipment and signage and escalating as appropriate.
- Carries out special projects and other duties as assigned.

Support for other Access and Delivery Services Units

- Provides support to the Circulation section, including processing materials, assisting with course reserves and periodicals, and other related duties as needed.
- Provides support to the Interlibrary Request section, including processing requests and materials for lending, borrowing, and document delivery, and other related duties as needed.
- Provides support to the Stacks Maintenance section, including work on unit projects, search support and shelving, and other related duties as needed.
- Takes part in projects and teams that support the broader mission of Access and Delivery Services

Supervisory Responsibilities

- Supervises student employees on Saturdays.

Qualifications

It is the expectation that all Duke University Libraries staff members will demonstrate exceptional workplace behaviors in the execution of their specific position responsibilities. These behaviors are customer focus, collaboration, creative problem solving, continuous learning and a commitment to diversity.

Education:

Required: Two years post-secondary education or equivalent combination of relevant education and experience.

Experience:

Required: One year of library or other experience that provides specialized knowledge of library systems and procedures or similar systems and procedures; excellent interpersonal, oral and written communication skills; ability to work independently and as a member of a team; demonstrated proficiency using computer-based technology and the ability to adapt to new technologies; ability to effectively organize and prioritize daily work; demonstrated commitment to providing outstanding customer service; demonstrated cultural competency working with a diverse patron community.

Preferred: Prior experience working in an academic research library; working knowledge of an integrated library system or library management system; experience working with or managing student employees.

Working Conditions

- Must be able to lift 25 pounds and unpack, shelve and shift large quantities of library materials
- Must be able to work in an environment in which exposure to materials containing dust and mold is possible
- Frequent bending, crouching, stooping
- Normal office environment

These statements are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position.

Salary and Benefits

\$15.60 per hour (minimum). Comprehensive benefits package upon eligibility includes vacation, 13 holidays, sick leave, health, dental, disability, life insurance, educational assistance, and tuition grants.

Environment

Since its founding in 1924, Duke University has grown into one of the most prestigious private universities in the world and its medical center ranks annually among the top in the nation. The Duke University Libraries are the shared center of the university's intellectual life, connecting people and ideas. The Libraries consist of the Perkins Library, Bostock Library, Rubenstein Rare Book and Manuscript Library, Lilly Library, and Music Library, and the library at the Duke Marine Laboratory in Beaufort. Duke's library holdings of 6.2 million volumes are among the largest of private universities in the United States.

Duke's hometown is Durham, North Carolina, a city with vibrant research, medical and arts communities, and numerous shops, restaurants and theaters. Durham is located in the Research Triangle, a growing metropolitan area of more than one million people that provides a wide range of cultural, recreational and educational opportunities. The Triangle is conveniently located just a few hours from the mountains and the coast, offers a moderate climate, and has been ranked among the best places to live and to do business.

Duke offers a comprehensive benefit packages which includes both traditional benefits such as health insurance, leave time and retirement, as well as wide ranging work/life and cultural benefits. Details can be found at: <http://www.hr.duke.edu/benefits/index.php>.

Application

Review of applications will begin immediately and will continue until the position is filled. An electronic resume, cover letter, and list of references should be submitted at: <https://hr.duke.edu/careers/apply>. Refer to requisition # **401343446**.