Position Description:

The Publics Services Assistant works in the Library Book Depository and executes daily processing of depository items including scanning, sizing, barcoding, and inputting barcodes into the computerized inventory control system. Maintains a safe and secure work environment for the Depository building. Moves and unpacks incoming shipments of materials from the University Libraries and uses Depository vehicle for moving materials to the Depository Building. Oversees and completes shelving items in warehouses using warehouse forklifts and maintains quality control by insuring correct placement of items on shelves. Operates and rides mobile warehouse forklifts at elevations up to 32 feet to retrieve, shelve and inventory collection. Participates in interviewing, selecting, and training student staff. Oversees the activities and work routines of student employees including processing, circulating, shelving, moving and delivery of materials; Working Hours: Monday through Friday; 8a.m. - 5p.m. Hours may vary during a supervisor's absence and during quarter breaks.

Consistently demonstrates commitment to our values and promotes an organizational culture of Discovery, Connection, Equity, Integrity, and Stewardship (https://library.osu.edu/strategic-directions) as well as dedication to advance the work of Content & Access. All other duties as assigned.

Required Qualifications:
Per Civil Service Specifications: High school diploma or equivalent certificate. 600 hours training in library practices and procedures (or six months of experience.) 100 hours training in management/supervision (or one month experience); or equivalent. Ability to lift and move objects up to 50lbs. with or without a reasonable accommodation. Ohio Driver's License required.

Desired Qualifications:
Two-years of experience in a library circulation environment. OhioLINK and/or Sierra experience desirable. Personal computing experience desirable.

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<td>1. Maintains a safe and secure work environment in the Depository Building. 2. Contacts appropriate agencies (i.e. police, fire and safety) for assistance with safety and emergency situations. 3. Closes the Depository Building in the evenings and other times as necessary, including clearing personnel from the building, turning off lights, removing mobile warehouse forklifts from Depository storage area and housing them in</td>
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loading dock area, connecting mobile warehouse forklift batteries to chargers and locking and securing the building. 4. Reports computer hardware and system problems related to Sierra and OhioLINK to the appropriate IT personnel. 5. Reports malfunctions of computer, office and warehouse equipment to the daytime manager or appropriate service representative or corrects problems if possible. 6. Contacts FOD personnel to obtain assistance with facilities problems as necessary. 7. Participates in interviewing new staff. 8. Supervises the activities and work routines of students including withdrawing, processing, circulating, shelving, moving and delivering of materials. 9. Communicates via nightly reports with the Depository Manager and other shift supervisors work activities that have been completed and those that need to be performed. 10. Trains personnel on the use of Sierra, including circulation functions and item record maintenance. 11. Issues daily work assignments and monitors workflow. 12. Supervises the check-out, check-in and processing of holds and transit of library materials using Sierra and monitors for accuracy and thoroughness. 13. Intervenes to perform functions requiring supervisor authorization. 14. Trains personnel on the use of Workday, Illiad, Sierra and other systems. 15. Trains personnel on operating and warehouse safety procedures, use and care of warehouse and office equipment and library policies and procedures. 16. Trains personnel on tasks integral to patron borrowing and lending through OhioLINK, the state-wide catalog/circulation system. 17. Trains personnel on the operation and safety of Crown and Raymond high-level order pickers, per OSHA requirements. 18. Trains personnel in the construction of book trays. 19. Attends regular departmental meetings. 20. Trains personnel on the use of the Century Falcon 4 barcode label printer. 21. Supervises student employees, checks their work for accuracy and efficiency, and corrects deficiencies in student work performance.

1. Moves and unpacks incoming shipments of materials from the University Libraries; uses Depository vehicle for moving materials to the Depository Building. In the case of larger moves, may be required to drive a commercial moving van. 2. Oversees and assists in the daily processing activities of Depository items including withdrawing, sorting, sizing, barcoding and inputting barcodes into the computerized inventory control system; maintains quality control of shelf assignments through the use of computerized and visual verification processes. 3. Oversees and assists with shelving items in warehouses using warehouse forklifts; maintains quality control by insureing correct placement of items on shelves. 4. Operates and rides mobile warehouse forklifts at elevations up to 32 feet to retrieve, shelve and inventory collection. 5. Searches and
updates bibliographic records in Sierra, the Ohio State Libraries on-line catalog for automated retrieval. 6. Searches Sierra to check-out and check-in materials. 7. Circulates materials to OSU, OhioLINK, SearchOhio, and Interlibrary Services patrons using Innovative Interfaces Sierra platform. 8. Analyzes and processes discrepancies between materials and official library records; resolves or refers problems that cannot be resolved to appropriate Technical Services personnel. 9. Oversees and assists in retrieving and preparing items for courier or mail. 10. Oversees and assists in delivering requested items to OSU campus libraries, the Thompson Library Mail Room and assists in picking-up transfer materials from the University Libraries; drives Depository cargo van when making deliveries and pick-ups to and from the libraries. 11. De-accessions higher circulating materials and prepares them for transfer back to the originating locations. 12. Performs Sierra on-line adds; updates and deletes holdings for incoming materials and adds library barcodes as needed. 13. Fills requests for on-site library users in the Archives Reading Room. 14. Verifies factual information for library users over the telephone for items such as page numbers, illustrations, etc. 15. Performs general office tasks; answers telephones, uses personal computer, maintains files, sorts and distributes mail. 16. Identifies, prepares and sends items in need of repair to Collection Maintenance Division. 17. Monitors Depository vehicle for maintenance problems and cleanliness. 18. Monitors airflow, humidity and temperatures in the warehouses; reports problems to supervisor and appropriate university facilities area for response. 19. Inspects warehouse for cleanliness and any signs of pests. 20. Oversees and assists with completing on-search, in-transit too long and claim return projects by verifying whether or not items are on warehouse shelves and updating item records accordingly. 21. Assists in providing document delivery and lending copies service to patrons. 22. Assists in monitoring available shelf space in book storage areas. 23. Pumps gas into depository vehicles as needed. 24. Assists with shifting shelves in warehouses as necessary. 25. Assists with matching depository barcode labels to appropriate-sized shelves in warehouse areas and distributes them to designated workstations.

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Performs related duties and works on special assignments and projects as directed. All other duties as assigned.