Evening Circulation Assistant

Job Description:

Assists in the supervision of evening activities at the 18th Avenue Library Circulation area. Oversees evening activities and directs public service operation to ensure policies and procedures are carried out with the purpose of friendly and efficient service to all patrons. Key responsibilities include but are not limited to: supervises checkout, check-in, holds, transits, sorting, and searching of library materials using the Sierra Circulation Software; coordinates activities and responsibilities with day/evening supervisors, including processing daily mail trucks, sorting, and front desk operations; oversees maintenance of hold shelves including removal of expired holds, shelf reading, and resolves problems related to the hold shelves, monitors status of terminals, printers, scanners, security and all other equipment in the department and other appropriate sources; troubleshoots reported or observed building, equipment and/or system problems to appropriate personnel per established guidelines; assists in the hiring, training, scheduling, and evaluation of student assistants, monitors work flows and assigns tasks; interacts daily with university faculty, staff and students and visitors by email, in person, and by phone; understands and recommends appropriate information services to meet specific patron needs; teaches patrons how to find and use print and digital resources; refers patrons to subject librarians as needed; connects with physical facilities, service and safety personnel by phone and in person, and may be called upon to assist in security/building related issues. 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 Research and Education unit. All other duties as assigned.

This position's regular schedule is Monday through Friday from 3:00pm-Midnight but may vary occasionally for coverage of other 18th Ave Library Circulation shifts.

Required Qualifications

High school diploma or equivalent certificate. 300 hours training in library practices and procedures (or three months of experience.) 200 hours training in the use of computer terminal and/or audio-visual equipment (or two months experience); or equivalent. Must be able to lift 40 lbs. and push a cart weighing up to 80 lbs. with or without a reasonable accommodation.
Desired Qualifications
Two years library circulation experience, previous experience supervising staff and/or student employees, knowledge of Sierra, OhioLINK, Polaris or equivalent library systems. Excellent customer service skills in a diverse, high-volume environment. who have backgrounds less traditional to our field of work—if that's you, please apply and tell us about yourself.

Pay Range
The posted range for this position is $15.00 - $18.00 an hour.

Application

The Ohio State University is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, color, disability, ethnicity, gender, gender identity or expression, genetic information, HIV/AIDS status, military status, national origin, pregnancy, race, religion, sex, sexual orientation, or veteran status. The Ohio State University is a member of the Association of College and Research Libraries (ACRL) Diversity Alliance.