**Washington General Service (WGS)**

**Position Description**

For assistance completing this form, contact your Human Resource Office or see the [WGS Position Description Guide](http://hr.ofm.wa.gov/workforce-data-planning/workforce-planning/washington-general-service-wgs-position-description-guide) and [WGS Sample Position Description](http://hr.ofm.wa.gov/sites/default/files/documents/Forms%20and%20Publications/DOP%20Forms/WGSSamplePositionDescription.doc).

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| **Position Information** | | |
| Action:  Date:  Proposed Class Title: | HR Approved Class Title: | Effective Date: |
| Current Class Title:  Library & Archives Paraprofessional 3 | HR Approved Overtime Eligible:  Yes  No | Seasonal/Cyclic:  Yes  No |
| Work Schedule:  Full Time  Part Time | Position Number/Object Abbreviation:  262L | Salary Range:  39 |
| Position Included in a Bargaining Unit: Yes  No  If **yes**, indicate union: WPEA | Assignment Pay:  Dual Language  Other | |
| Incumbent’s Name (If filled position): | Address Where Position Is Located: | |
| Agency/Division/Unit: | Supervisor’s Name and Title: | |
| Supervisor’s Position Number: | Supervisor’s Phone: | |

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| **Position Objective**  Briefly explain the purpose of the position and how it supports the organization’s mission **(attach an organizational chart)**. | |
| This position directly supports the Library's mission to connect our community with information resources and serves as the access/public services lead in support of circulation desk activities. Enhances learner success by providing efficient and effective access to services and resources of the college library, refers patrons appropriately, implements circulation policies, and supports a safe and comfortable learning environment. Additional responsibilities include oversight of circulation procedures, maintain patron records, interlibrary loan processing; serials processing and inventory; reserves and stacks maintenance; direct technology support in library public service area, and oversight of student employees.  The successful incumbent is able to effectively communicate in oral, written, and non-verbal format with colleagues and diverse learner population. It is vital that all library staff remain current in technologies and learning resources that are critical to student retention and success. The successful incumbent is also able to use evidence and employ solutions-oriented, problem-solving, strategies when contributing to the library and institutional mission. | |
| **Assigned Work Activities (Duties and Tasks)**  Describe the duties and tasks, and underline the essential functions. Assign a percentage of time to each duty. Task statements should describe the **action** performed; to **whom or what***;* using what **tools, equipment, methods, and/or processes***;* and the **final product or outcome**.  For more guidance, see the [Essential Functions Guide](http://hr.ofm.wa.gov/diversity/equal-employment-opportunity/essential-functions-guide) and [Examples of Work Statements](http://hr.ofm.wa.gov/sites/default/files/documents/Strategic%20HR/Workforce%20Planning/Examples_of_Work_Statements_06.2011.doc). | |
| **% of time**  (Must total 100%) | **List the assigned work in order of importance, with essential functions underlined.** |
| 40% | **Duty:**  Access/Public Services Lead, Provide direct Access/Public Service by explaining policies, referring reference questions, answering library inquiries, and assisting with technology usage.  **Tasks include:**   * Schedule and Coordinate Circulation Desk Coverage. * Assist students, faculty, and staff in locating library materials. * Provide guidance to students in how to look up items in the Library catalog, locate materials on the shelf, and place holds on items. * Create and update patron records, perform library circulation functions such as item check outs, renewals and returns. * Accept fines and fees; make decisions regarding fine waivers when appropriate to situation. * Assist students with technology needs including use of Library Catalog, basic inquires on use of online research databases, Microsoft Office products, applications, computer workstations, document formatting, printers, and copiers. * Refer inquiries and research assistance needs to Faculty Librarians whenever appropriate. * Refer patrons to appropriate departments such as the Testing Center, Financial Aid, Transitional Studies, and the Student Advising Center. * Share in general duties essential to front desk operations such as answering phones and directional questions, sign in guest patrons * Perform Resource sharing duties including generating hold slips and preparing outgoing courier bags for transportation to other libraries. * Receive incoming courier deliveries and package shipments; and routing invoices and materials, etc appropriately. * Hire student employees in collaboration with Library Director. Oversee training and supervision of student employees. * Tracks library inquiries and transactions and library space usage, compiles data into quarterly reports for the Library Director. Advocate for patron needs and report observed gaps in library services and resources to the Library Director. * Contact other departments, IT, Business Services, Security, etc. for support as needed * Perform basic research and employ problem solving skills to support job duties using available electronic resources such as state provided tools and search engines (Google, et al). * Coordinate with Library Director and Graphics Department to update and order library marketing materials. * Maintain supply inventory in support of circulation desk operations. * Create and maintain accurate patron records in Integrated Library System (ILS), KOHA. Delete and/or update ‘expiring student records’ in KOHA by verifying enrollment status. Run quarterly reports on patrons’ outstanding fines and communicate with patrons regarding finds. Coordinate with business office on blocking patrons per library policy, and the payment of outstanding fines. * Manage library’s incoming e-mail box by responding directly to patron enquiries or referring to appropriate library staff. * Responsible for library opening procedures. May also occasionally perform closing duties as needed. * May occasionally serve on campus search committees. |
| 30% | **Duty:**  Interlibrary Loans (ILL)  **Tasks include:**   * Process all ILL requests, including all borrowing and lending transactions. * Review and verify library holdings using library databases and catalog. Research and verify possible access in Google Scholar. Search for item availability using OCLC software, verifying records for accuracy. Process requests for delivery using OCLC. * Communicate with college faculty, students and staff regarding their requests. * Fast Add ILL records and suppress them in KOHA(ILS). * Maintain relationships with lending libraries by communicating regarding item holdings. Track lost items. * Coordinate with library purchasing coordinator when invoices for lost items are required. Retrieve and process ILL lending requests. * Keep statistical records on ILL requests to ensure and evaluate timeliness of delivery and to support collection development decisions. * Keep current with ILL best practices. |
| 30% | **Duty:**  **Collection Support and Maintenance**  **Tasks include:**   * Oversee Acquisition workflow by ordering needed items selected by Library Director and Faculty Librarians, printing invoices and receiving items. * Maintains reserves collection by communicating with college staff and faculty to ensure students have access to needed materials. * Update Reserve paperwork quarterly. * Compile Reserve items circulation stats into quarterly reports for the Library Director. * Organize and update TRiO textbook collection to ensure easy accessibility for Library staff. * Maintain records of TRiO referral forms for items currently out on loan on a weekly basis. * Process returned items and update TRiO Book List (worksheet) on a weekly and quarterly basis. * Process and add newly acquired texts to TRiO Book List whenever provided by TRiO department. * Perform inventories of textbooks at end of each quarter and send regular updates to TRiO staff. * Coordinate with TRiO staff to recover materials not returned at the end of each quarter * Oversee student worker basic processing of new print materials for Walla Walla-stamping, labeling, etc. * Oversee student workers shelf reading collection for accuracy. * Assist with copy cataloging of library materials utilizing OCLC and KOHA software * Search for items reported as lost or missing and update status in the library catalog and refer to Library director for replacement decision. * Participate in stacks maintenance by performing inventories of various sections in the library collection. * May gather data for statistics by running SQL reports to compile library item circulation and usage, enter figures into MS Excel spreadsheet, and report results to Library Director quarterly and annually. |

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| **Lead Work/Supervisory Responsibilities** | | | |
| Lead Position: Yes  No  Supervisory Position: Yes  No  If **yes**, list each direct report below. | Assigns Work  Instructs Work  Checks Others’ Work  Plans work  Evaluates Performance **\***Takes Corrective Action **\***Hires **\***Terminates  (**\***Has the authority to effectively recommend these actions.) | | |
| **Class Title of Direct Report(s)** | | **No. of Positions** | **Work Schedule** |
| Student Help | | 1-2 |  |
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| Add information that clarifies this position’s lead or supervisory responsibilities: | | | |

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| **Working Relationships**  Level of Supervision received (check one): For more guidance see: [Glossary of Classification Terms.](http://hr.ofm.wa.gov/sites/default/files/documents/CompensationAndJobClasses/Comp%20Class%20HR%20Pro%20Tools/ClassificationGlossary.doc) |

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| Direct/Close Supervision: Most work is reviewed in progress and upon completion.  General Supervision: Completed work is spot checked.  General Direction: Completed work is reviewed for effectiveness and expected results.  Administrative Direction: Completed work is reviewed for compliance with budget, policies, laws, and program goals. |
| Add information that clarifies this position’s interactions with others to accomplish work:  . Position perfoms duties within established professional standards and institutional and departmental policies, procedures and objectives. Position independently prioritizes workflow based on department and institutional deadlines and needs. Library Director assigns can specific on-going duties to the position and may assign special projects as needed  • With whom does the position interact to accomplish work?  This position works with Library staff, student hiring office, and Graphics Department. Externally this position on occasion, interacts with other academic libraries and public libraries when performing Interlibrary loan duties. |

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| **Continuity of Operations Plans (COOP) Designation – For Disaster or Emergency Recovery**  For more information see: [COOP and Critical Positions](http://hr.ofm.wa.gov/workforce-data-planning/workforce-planning/continuity-operations-plans-coop-and-critical-positions). |

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| Is this position critical based on agency COOP? Yes  No  If **yes**, describe how the position supports the agency COOP Critical Functions: |

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| **Working Conditions** | |
| Work Setting, including hazards: | Indoor office area. Desk work with many interruptions and heavy patron contact. |
| Schedule (i.e., hours and days): | 40 hours per week, Monday through Friday, 7:30am-4:30pm |
| Travel Requirements: |  |
| Tools and Equipment: |  |
| Customer Interactions: | In person, electronic and phone interactions |
| Other: | Some standing bending, lifting and reaching |
| **Qualifications**  List the education, experience, licenses, certifications, and competencies (knowledge, skills, abilities, and behaviors). | |
| Required Qualifications:  Associate's degree. 3 years’ experience in a customer service position, with priority given to library specific employment. Demonstrated knowledge of Microsoft suite of computer applications. Excellent communication skills (oral, written, and non-verbal) and commitment to provide excellent customer service. Experience working with a diverse clientele. Ability to work both independently and as a member of a team—maintaining a problem-solving, solutions-oriented approach focused on the institutional mission. Ability and willingness to remain current in professional practices. | |
| Preferred/Desired Qualifications:  AA or formal studies in Library Science. , AA or formal studies in Library Science. Or BA/BS degree.  Knowledge of library operations such as Interlibrary Loan, Reserves Processing, Cataloging, and/or Programming and Outreach. Experience in an academic setting.  Knowledge of library specific duties such as Interlibrary Loan, Reserves Processing, and/or Programming and Outreach. Experience in an academic setting. | |
| **Special Requirements/Conditions of Employment**  List special requirements or conditions of employment beyond the qualifications above. | |
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| **In-Training Plan, If Applicable** | |
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| **Acknowledgement of Position Description**  The signatures below indicate that the job duties as defined above are an accurate reflection of the work performed by this position. | | |
| Date: | Supervisor’s Signature (required): | |
| Date: | Appointing Authority’s Name and Title: | Signature (required): |
| **As the incumbent in this position, I have received a copy of this position description.** | | |
| Date: | Employee’s Signature: | |

**Position details and related action have been taken by Human Resources as reflected below.**

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| **For Human Resource/Payroll Office Use Only** | | | | | | | | |
| Approved Class Title: | | Class Code: | | Salary Range: | | | Effective Date: | |
| Pay Scale Type: | | Job Analysis On File?  Yes  No | | Position Type (Employee Group): | | | EEO Category: | |
| Employee Sub-Group: | | Position Retirement Eligible:  Yes  No | | Position is:  Funded  Non-Funded | | | Workers Comp. Code: | |
| County Code: | | Business Area: | | Personnel Area (FEIN): | | | | |
| Position Eligible for Telework  Yes  No | | | | Position Eligible for Flextime  Yes  No | | | | |
| Position Eligible for Compressed Workweek  Yes  No | | | | Unique Facility Identifier (UFI)  For more information see: [UFI Search Feature](http://wa-ofm.maps.arcgis.com/home/index.html) | | | | |
| **Cost Center Codes** | | | | | | | | |
| **COST CENTER** | **PCT. (%)** | **FUND** | **FUNCTIONAL AREA** | | **COST OBJECT** | **AFRS PROJECT** | | **AFRS ALLOCATION** |
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| Date: | | HR Designee’s Name: | | | HR Designee’s Title: | | HR Designee’s Signature: | |
| Date: | | Budget Designee’s Name: | | | Budget Designee’s Title: | | Budget Designee’s Signature: | |