

Library Tech II- LRS Staff Supervisor (Morning Shift)

Position Details

Position Information

Announcement Number	STAFF - VA - 18100
For questions regarding this position, please contact:	Robin Francis, Assistant to the Dean of Library robin@montana.edu 406-994-4997
Classification Title	Library Tech II
Working Title	Library Tech II- LRS Staff Supervisor (Morning Shift)
Brief Position Overview	The MSU Library seeks an energetic, friendly, and tech savvy morning person to become the newest member of the LRS team. Learning and Research Services (otherwise known as LRS) is the vibrant user-centered public face of the MSU Library. Team members in the department, comprising library faculty and classified staff, provide instruction and access to information in support of the research and intellectual needs of MSU, Montana, and the global community.
Position Number	4M0086
Department	Library
Division	Library
Appointment Type	Classified
Contract Term	Fiscal Year
Semester	
If other, specify From date	
If other, specify End date	
FLSA	Non-Exempt
Union Affiliation	MPEA
FTE	1.0
Benefits Eligible	Eligible
Salary	\$13.08 – 15.72 per hour - Rate of pay will be determined by the staff compensation plan. For questions contact recruitment@montana.edu.
Contract Type	Classified Salary
If other, please specify	
Recruitment Type	Open

Position Details

General Statement	Are you a customer focused morning person but don't have any library experience? Not a problem, we can train you on all the library specific knowledge needed to be successful in this position. The primary duty of the Library Tech II (known internally as an LRS Staff Supervisor) is the responsibility of opening the library Monday – Friday. The hours of this position are 6 a.m. to 3 p.m. Daily, and in tandem with a team of classified staff assigned to the LRS department, this
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person will provide services in support of the library's Borrow Desk and associated functions as well as building operations. The person serving in this role must have strong customer service skills, a moderate knowledge of computer hardware and software, an ability to work independently as well as part of a team.

This position reports to both the Head of the Department and the lead staff member for the Borrow Desk, and is an entry level position intended to introduce a new staff member to all aspects of public service work in the LRS department, work primarily focused on circulation, building management, collections maintenance, and student staff supervision. In the beginning this position will introduce the new staff member to all aspects of general library public service operations. There is ample room to grow, however. Over time this position could take on unique functional specialties within the department as needed and depending on fit, skills, abilities, and interests. Examples of potential functional specialties include: Supporting library printers, photocopiers, and large format specialty printing; Developing training programs for student employees; Maintaining policies and procedures for the department and updating departmental sections of the library's website; Assisting with the library's integrated library system (ILS).

Duties and Responsibilities

- Perform all the duties associated with opening the library.
- Maintain the library's print-based hour signage and north entrance menu-board listing building hours, and other print-based notices to patrons.
- Post weekly and updated print-based schedules for the library classrooms.
- Working daily at the Borrow Desk, check library material in and out, renew materials, collect fines, and registers patron.
- Supervise LRS student employees during appointed LRS service point shifts.
- Participate in semester evaluation and performance reviews of LRS student employees.
- Answer patron questions and make appropriate referrals.
- Answer telephone and in-person patron queries and explain policies and procedures.

Required Qualifications – Experience, Education, Knowledge & Skills

1. Experience working in a high-volume customer service position.
2. Experience handling sensitive and confidential matters with discretion.
3. Experience with computers, mobile devices, printers, scanners, copiers, flash drives, and common programs, and basic hardware troubleshooting.
4. Demonstrated knowledge of a variety of common computer desktop and online software/applications, including Microsoft Office products.

Preferred Qualifications – Experience, Education, Knowledge & Skills

1. Experience in higher education either as a student or employee.
2. Previous experience working in a public or academic library, particularly in a public service role.

The Successful Candidate Will

- Excellent communication skills; ability to effectively communicate information in a clear and understandable manner, both in customer service and in writing.
- Excellent time-management, planning, and organizational skills and ability to multi-task, while attending to detail, and meet the demands of multiple deadlines.
- Ability to adapt to organizational, procedural, policy, and technological changes.
- Desire to learn new things, live with constant change, and proactively contribute to the growth of departmental services.
- Enthusiasm for working in a fast paced academic environment.
- Ability to work independently with little instruction; take initiative, anticipate problems, and solve issues in a timely manner.
- Ability to work in a team environment and develop and maintain productive collaborative relations.

Position Special Requirements/Additional Information

- **Ability to work morning shifts on a daily basis and consistently over time.**
- While the working hours for this position are set and generally do not change from semester to semester, as with all LRS classified staff, the individual in the position may be required to flex to meet occasional vacation, sick leave, and other demands of the department.

This job description should not be construed as an exhaustive statement of duties, responsibilities or requirements, but a general description of the job. Nothing contained herein restricts Montana State University's rights to assign or reassign duties and responsibilities to this job at any time.

Physical Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily with or without reasonable accommodations. The requirements listed above are representative of the knowledge, skill, and/or ability required.

This position has

Yes

supervisory duties?

Posting Detail Information

Number of Vacancies 1

Desired Start Date At the conclusion of a successful search.

Position End Date (if temporary)

Open Date

Close Date

Applications will be: Screening of applications will begin on or before November 20, 2017; however, applications will continue to be accepted until an adequate candidate pool has been established.

Special Instructions

Diversity Statement Montana State University values diverse perspectives and is committed to continually supporting, promoting and building an inclusive and culturally diverse campus environment. MSU recognizes the importance of work-life integration and strives to be responsive to the needs of [dual career couples](#).

Montana State University is committed to providing a working and learning environment free from discrimination. As such, the University does not discriminate in the admission, access to or conduct of its educational programs and activities nor in its employment policies and practices on the basis of an individual's race, color, religion, national origin, creed, service in the uniformed services (as defined in state and federal law), veteran's status, sex, age, political ideas, marital or family status, pregnancy, physical or mental disability, genetic information, gender identity, gender expression, or sexual orientation. In support of the University's mission to be inclusive and diverse, applications from qualified minorities, women, veterans and persons with disabilities are highly encouraged.

Montana State University makes accommodation for any known disability that may interfere with an applicant's ability to compete in the hiring process or an employee's ability to perform the duties of the job. To request an accommodation, contact the Human Resources Office, PO Box 172520, Montana State University, Bozeman MT 59717-2520; 406-994-3651; recruitment@montana.edu .

In compliance with the Montana Veteran's Employment Preference Act, MSU provides preference in employment to veterans, disabled veterans, and certain eligible relatives of veterans. To claim veteran's preference please complete the veteran's preference information located in the Demographics section of your profile.

MSU's Non-Discrimination Policy and Discrimination Grievance Procedures can be located on the MSU Website: www2.montana.edu/policy/affirmative_action/ .

Applicant Documents

Required Documents

1. Resume
2. Cover Letter

Optional Documents

Supplemental Questions

Required fields are indicated with an asterisk (*).