



## Job Description – Circulation and Technical Services Assistant

Department: Library

Reports to: Head of Access  
Services

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### **Position Summary**

The NYU Shanghai Library seeks a energetic and service-oriented Library Assistant. Reporting to the Head of Access Services, the person works collaboratively with a team of library assistants and provides support services to patrons and technical support services. Duties are split between Access/Information Services and Technical Services.

This position is also tasked with making routine library clerical decisions. The work requires that the employee have good knowledge, skill and ability in library clerical functions. **Some weekend and evening hours may be required.**

### **Responsibilities**

#### **Access/Information Services**

- Performing the full range of circulation desk procedures using an automated circulation system, including charging out books, magazines and other library holdings; carry out overdue book recall procedures and figures; collect and record fines; discharge incoming library materials using an automated circulation system and inspect them for damages.
- Patrolling library stacks and academic commons to ensure the general appearance of the library.
- Carrying out library procedures and policies.
- Rotating opening and closing of the library.
- Rotating weekend or/and evening shifts at circulation desk.
- Assisting patron with directional, access, technical and ready-reference questions in person, on phone and through e-mail.
- Assisting in Ask-a-Librarian service in global network as needed.
- Handling routine complaints.
- Processing and preparing delivery services materials for patrons.
- Reviewing course syllabus, processing course reserve and linking services requests.
- Replacing books, magazines and other library holdings on shelves according to Library of Congress Classification System.
- Assuring accurate library shelving by shelf-reading and reshelving of materials.
- Compiling a variety of statistics concerning library usage, patron inquiries and book circulation and maintains library records.
- Assisting with library program preparation and implementation, as directed.
- Participating in student worker training as needed.
- Working closely with staff from other functions of the library and Information Technology Services staff on services related to the library.
- Operating a variety of standard office and library machines.
- Performing a variety of library clerical tasks, as assigned.

**Technical Services**

- Receiving material shipment and prepare materials for shelving or circulation
- Receiving, shelving and withdrawing periodicals in library system
- Preparing book orders, verifying book deliveries against invoices and maintains records of book acquisitions.
- Updating lists of holdings for acquisitions and discarded materials.
- Processing requisitions for purchase of materials and supplies.
- Performing routine book maintenance and processing including pasting date due stickers, typing spine labels and adding barcodes.
- Searching for English and foreign language materials including new acquisitions, replacements, and additional copies and volumes.
- Inventorying English and foreign language materials, comparing database records with stacks and verifying accuracy of information.
- Creating copy catalog record in library system.

**Qualification****Required Education**

Bachelor's Degree

**Required Experience**

- 1-3 years of clerical or comparable experience.
- Experience working in bilingual educational institute.
- Experience working with public.

**Preferred Experience**

- Previous experience working in a college or university academic environment.
- Experience working in libraries.

**Required Knowledge, Skills, and Abilities**

- Excellent English and Chinese, written and spoken
- Knowledge of library clerical procedures and practices.
- Supervisory experience
- Proficiency with basic word processing, spreadsheet and database software.
- Ability to understand and follow written and oral instructions.
- Ability to operate and maintain basic library equipment, e.g., computers, scanners, photocopiers.
- Ability to search library online catalogs and to learn system and database related to library services.
- Ability to pay attention to detail.
- Ability to establish and maintain effective working relationships with superiors, colleague and the general public.
- Service oriented and strong interests working in higher education.