



**DATE ISSUED:** 05/18  
**FLSA:** Non-Exempt  
**PTO:** COVS

## ***JOB DESCRIPTION***

### ***TITLE***

Library Services Specialist

### ***JOB SUMMARY***

Performs high-level technical and administrative tasks in various units of the library. Duties include establishing excellent customer service standards, helping users find appropriate library resources, providing support for professional librarians, and using library-related computer applications programs, personal computer applications programs and computer equipment on a daily basis. Duties may include supervisory responsibilities. Work is performed under general supervision within established policies and guidelines and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### ***ORGANIZATIONAL RELATIONSHIPS***

*Reports to:* Direct supervision from assigned supervisor

*Supervises:* May supervise Student Assistants

### ***ESSENTIAL DUTIES - May include, but not limited to the following:***

- Greet, assist, and promote library resources to users.
- Direct users to appropriate information resources, materials, and services available.
- Use library related computer application programs, personal computer application programs, and computer equipment on a daily basis.
- Compile reports and maintains records and statistical data as directed.
- Compile benchmark data for collection analysis.
- Assist in the provision of access to library resources.
- Assist in maintaining check-in, order, item, holdings, and bibliographic records and understanding their relationships in the library systems.
- Assist in the circulation, security, and processing of library materials and resources.
- Shelf and inventory books as assigned.
- Participate in using the Library's social media, chat, and text services.

- Assist in marketing the TWU Libraries and its services.
- Assist in outreach services and event planning.
- Perform administrative tasks in support of the professional positions in the unit.
- Serves as project manager for some projects in the unit.

### **ADDITIONAL DUTIES**

- Performs other duties as requested.

### **EDUCATION**

Bachelor's degree required. Additional job related experience and/or education may substitute for the required education on a year-for-year basis.

### **EXPERIENCE**

Five years of previous library or academic experience preferred. Experience working with desktop computer technology required.

### **REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

### **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

- Working knowledge of office practices and methods.
- Working knowledge of library standards and best practices.
- Knowledge of project management techniques.
- Ability to perform detailed computer work.
- Ability to learn library related computer programs.
- Ability to supervise others.
- Ability to work in a rapidly changing environment.
- Ability to communicate and work effectively with others in writing, orally, by telephone or e-mail, and in person.
- Ability to organize work effectively, conceptualize and prioritize objectives and exercise independent judgment based on an understanding of organizational policies and activities.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
- Ability to represent the department and University in a friendly, courteous, and professional manner.

- Ability to use a personal computer and other office equipment, including university related software and email.

**PHYSICAL DEMANDS**

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

**WORK ENVIRONMENT**

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment.

**SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_

***Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

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***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***