

OVIATT LIBRARY

Interlibrary Loan Assistant

Job ID: 8634**Job Code:** 2887 – Library Services Specialist II**CSUN's Commitment to You**

CSUN is committed to achieving excellence through teaching, scholarship, learning and inclusion. Our values include a respect for all people, building partnerships with the community and the encouragement of innovation, experimentation and creativity. CSUN strives to cultivate a community in which a diverse population can learn and work in an atmosphere of civility and respect. CSUN is especially interested in candidates who make contributions to equity and inclusion in the pursuit of excellence for all members of the university community.

About the University

One of the largest universities in the country, California State University, Northridge (CSUN) is an urban, comprehensive university that delivers award-winning undergraduate and graduate programs to nearly 40,000 students annually and counts more than 330,000 alumni who elevate Southern California and beyond. Since its founding in 1958, CSUN has made a significant and long-term economic impact on California, generating nearly \$1.9 billion in economic impact and more than 11,700 jobs each year. The LAEDC recognized CSUN as its 2015 Eddy Award winner for its positive economic impact. Serving more students on Pell Grants than any other institution in California, CSUN is also a social elevator and one of the most diverse universities in the country. CSUN ranks 13th in awarding bachelor's degrees to underrepresented minority students and seventh in bachelor's degrees to Latino students, serves the 13th largest Jewish student population, and enrolls the largest number of deaf and hard-of-hearing students of any U.S. state university. The journal Nature recently named CSUN a Rising Star for scientific research, and the NSF ranks CSUN in the top five nationally among similar institutions for graduates who go on to earn doctorates in the sciences. CSUN is where individuals rise. And through them, so does Greater Los Angeles and beyond.

About the Department

The California State University, Northridge's Oviatt Library provides educational, cultural, and information services and resources to the students and faculty. Its primary mission is to support and supplement classroom and independent learning; facilitate student and faculty research; and provide students with lifelong skills in identifying, locating, evaluating, and synthesizing information. More than 22,000 students participate in formal library instruction on an annual basis. The Library's collections include more than 1.4 million volumes, and subscriptions to more than 72,000 journals. Access is provided to more than 200 online databases and some 425,000 eBooks. Specialized service areas include a music and media center, assistive technology labs, special collections and archives, teacher's curriculum center, and student access computer labs containing more than 300 workstations, laptops, and tablets. Current Library faculty and staff include approximately 25 tenure-track full-time librarians and 60 full-time paraprofessionals.

CSUN ScholarWorks Open Access Repository is the university's institutional repository, the archive and distribution platform for faculty research and instructional materials, student work, and the university's public-facing documents.

Major Duties

Under general supervision of the Interlibrary Loan (ILL) Supervisor, the Interlibrary Loan Assistant is responsible for lending activities. The incumbent uses ILL management software to process lending requests; processes CSU+ Resource Sharing lending requests; maintains and updates records in the CSU Unified Library Management System (ULMS); uses automated bibliographic databases to verify citations and local holdings information; assists in training and overseeing the work of student employees; maintains departmental Accounts Receivable; provides customer assistance to faculty, staff and students in completing requests within ILL and CSU+ guidelines; identifies and solves lending problems that may require investigation via telephone, email, internal systems communication notes, and/or written correspondence; processes borrowing requests; suggests changes and assists in developing and improving policies and procedures; collects statistical data; and performs other duties as assigned.

Qualifications

Three (3) years of Library Assistant experience with High School or equivalent certification; OR two (2) years Library Assistant experience with equivalent to an Associate's Degree (60 units); OR one (1) year of Library Assistant experience with equivalent to a Bachelor's Degree (120 units) in job related field required. Customer service experience preferred.

Knowledge, Skills & Abilities

Full proficiency in all technical aspects of work assignments including a thorough knowledge of library policies and procedures and functional area policies and procedures and applicable work methods. General knowledge of library collection organization and classification scheme and ability to interpret bibliographic records. Working knowledge of institution's and library's policies and practices associated with the ethical use of and access to library and on-line resources. Basic knowledge of Library of Congress Classification, national standards and guidelines pertaining to libraries, including working knowledge of institution's standards pertaining to copyright and intellectual property protection and the ability to source and apply such policies and standards to avoid potential violations. General knowledge of library accounting and budget procedures, including the ability to perform arithmetic operations to track and monitor vendor accounts and budgets. Full proficiency in the use of automated library system(s) and subsystem(s) pertaining to functional area. Ability and specialized skills to: interpret library unit's policies and procedures and apply them accurately in performing work functions, as well as the ability to evaluate procedures and recommend changes; fully utilize standard and non-standard features of various on-line resources and standard desktop software packages, such as word processing and spreadsheets, to perform technical work or assist patrons; effectively communicate and interpretation skills to be able to assist in resolving patron problems and complaints, assess patron information needs, and orient and guide patrons in use of library resources; effectively provide lead work direction and training to student workers and an

understanding of employment and payroll procedures related to student workers; and demonstrated ability to compile and present information in an organized manner. Demonstrated problem solving and research skills to address standard and non-standard work problems. Ability to interpret bibliographic records. Working knowledge of: basic copyright laws and guidelines, domestic and international postal regulations. Effective written and verbal communication. Strong organizational and interpersonal skills.

Pay, Benefits, & Work Schedule

The university offers an excellent benefits package.

The salary range for this classification is: \$3101 - \$5983 per month.

The anticipated HIRING RANGE: \$3101 - \$3800, dependent upon qualifications and experience.

HOURS: Full Time; 40 hours per week; 8:00am - 5:00pm, Monday through Friday.

REG: This is a Regular position with a one-year probationary period.

Application Period

Applications received through November 18, 2019, will be considered in the initial review and review of applications will continue until position is filled.

In order to be considered in the initial review, applications must be submitted prior to the date listed above. Application submissions received after the initial review date will be reviewed at the discretion of the University.

How to Apply

Candidates should apply by completing the CSUN on-line application utilizing:
<http://bit.ly/HRC SUN>.

NOTE: Internal candidates should apply through the portal by accessing the View Job Openings/Apply link on the Human Resources/Employee pagelet.

For more detailed information on the application and hiring process, please visit the link below:
www.csun.edu/careers

Background Check

This position is a sensitive position as designated by the CSU.

A background check (including a criminal records check) must be completed satisfactorily. Failure to satisfactorily complete the background check may affect the status of candidates who apply for the position.

CANRA

The person holding this position may be considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

Equal Employment Opportunity

CSUN is an Equal Opportunity Employer and prohibits discrimination on the basis of race, color, ethnicity, religion, national origin, age, gender, gender identity/expression, sexual orientation, genetic information, medical condition, marital status, veteran status, and disability. Our nondiscrimination policy is set forth in CSU Executive Order 1096. Reasonable accommodations will be provided for applicants with disabilities who self-disclose by contacting Recruitment Services at 818-677-2101.