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**Job Description –Access Services Assistant**

Department: Library Report to: Library Director (until Access Services Specialist is promoted to Coordinator)

**Position Summary**

**Justification:** Access Services assistants are knowledge workers in an increasing digital library world. They are the main point of contact for students and faculty who take out books, pay fines, and have questions about the library during the open hours, including evenings and both Saturday and Sunday during academic semesters. They have English fluency, maturity to understand and respond to academic user needs, and perform transactions on computerized systems. They must be accurate with shelving materials or data input and helpful when helping library users searching for items.

**Responsibilities**

* Customer service skills to respond to library user concerns.
* Searching the online catalog to locate items for users.
* Data input into the Sierra integrated library system.
* English language advanced skill to respond to faculty and student requests and concerns.
* Data entry to updating holdings information and maintain accurate status of library materials.
* Accurately shelve books, magazine, and newspapers.
* Maintain the shelving order of materials using both Library of Congress and Chinese call number systems.

**Qualification**

Required Qualification

* Bachelor degree or above.
* Be equipped with principle and integrity, and has effective organization and coordination ability
* CET6 or above, excellent fluency in both oral and written English

Preferred Qualification

* Relevant working experience enjoys priority.

**岗位书 – 流通服务助理**

**所属部门：图书馆 汇报机制：图书馆馆长（直到流通服务岗工作人员被提升为主管级别）**

**理由：**在不断数字化的图书馆领域，流通服务助理需要具备相关知识。他们主要在包括晚上和周末的学期开馆时间内处理学生与教师的图书借还、逾期罚款、咨询等事务。他们还需具备流利的英语水平、成熟的心态以理解和回复读者的学术需求并在计算机化的系统中进行操作。他们还需准确地上架资料或进行数据输入并帮助读者搜索资料。

**岗位职责：**

* 回复读者咨询的客户服务技巧；
* 搜索在线检索目录为读者确定资料位置；
* 在SIERRA图书馆综合系统中输入数据；
* 具备高级英语语言技巧以回复教师和学生提出的要求与咨询；
* 输入数据，更新馆藏信息，维护图书馆资料；
* 精确上架图书、杂志和报纸；
* 使用美国国会分类法和中图分类法体系对资料进行排架。

**聘任条件：**

必备条件：

* 学士及以上学位；
* 坚持原则，廉洁奉公，有较强的组织、协调能力；
* 大学英语6级及以上，具备优秀的英语书面和口头表达能力。

优先条件：

* 具备相关工作经验者优先考虑。