

## Position Description

### POSITION PROFILE

**Position Title:** Technical Services Specialist

**EOU Department/College:** Library

**EOU Supervisor Title:** Serials & Acquisitions, Coffee Lounge Manager

**Typical Job Duration:** Academic year, Potential for summer work

**Job Level:** Level 2

**Type of Schedule/Typical Hours:** Flexible hours, 7am-5:30 Monday-Friday

**Typical Number of Hours Per Week:** 15-25 Hours

### POSITION INFORMATION

**Student Position Description Summary:**

The Technical Services Specialist supports the Technical Processing/Acquisitions Department in managing and organizing library resources. This role involves receiving library materials, routine data entry, shelving serials, and assisting with various library projects. It's suited for students interested in gaining experience in library operations and technical services.

**Job Duties/Responsibilities/Essential Functions:**

**Original:**

- Use library software to receive in library materials.
- Provides routine data-entry about Library related transactions
- Shelving of serials
- Refer complex questions to supervisor
- Assist library staff with projects as needed

## HIRING CRITERIA

### Minimum Qualifications:

- Enrolled in at least 6 undergraduate credits per term, or a minimum of 9 graduate credit hours at the University of a University partner program/ institution.
- In good academic standing (have a minimum GPA of 2.0)
- Ability to work 15-25 hours a week

### Preferred Qualifications:

- Experience working in a library setting, particularly in technical services or acquisitions
- Proficiency in Microsoft Office applications

### Desired Knowledge, Skills & Abilities:

- Communication and customer service skills when working with students, faculty, staff, and community patrons
- Technology skills and ability to use library software systems
- Ability to use Microsoft Office applications such as Word and Excel
- Professional work ethic and independent time management skills
- Strong critical thinking skills and the ability to respond quickly
- Flexibility and positive attitude about working in a changing environment
- Detail-oriented on various tasks and projects
- Prior work in a library, office, or similar work environment is preferred but not required
- Demonstrated ability to manage and prioritize tasks efficiently

## STUDENT LEARNING OUTCOMES

*As a result of completing employment, the student will:*

### Academic Learning Outcomes:

- Develop a deeper understanding of library technical services and resource management.

### Industry Learning Outcomes:

- Gain practical experience in library operations, enhancing career prospects in library science or information management.

### Career-Readiness Learning Outcomes:

- Enhance professional skills such as organization, project management, and problem-solving.

## PROFESSIONAL DEVELOPMENT & TRAINING

### Professional Development & Training

EOU student employees have an opportunity to engage in professional development and training as a part of the job. Supervisors support the attainment of professional development by either providing internal department-specific training and/or time reassigned from normally scheduled duties to participate in University-wide training opportunities including appropriate virtual community training opportunities.

Specific training/professional development opportunities:

- *[job-specific training from your department]*
- *[University and virtual community training/events specific to the student position]*
- Multicultural-sponsored training, activities, and events
- Career exploration activities via Career Services
- EO Career Expo Career-Ready symposium First Wednesday in April
- Resume Review with Career Services and/or WorkSource Oregon

## LEARNING ASSESSMENT & PERFORMANCE EVALUATION

### Learning Assessment and Performance Evaluation

Once a term, student employees and supervisors meet to discuss the progress on completing the position's learning outcomes and the employee's job performance. Specifically:

- Adjustments to the learning outcomes and job duties as needed in order to meet the outcomes
- Upcoming training and professional development opportunities
- On-the-job performance feedback and the level of meeting job duty expectations
- Application of coursework to the workplace, job duties, and learning outcomes
- Application of possible connections to future career-related interests and coursework