Access Services - Student Assistant II

EMPLOYER: Strauss Health Sciences Library

DEPARTMENT: Access Services

SUPERVISOR: Brandon Kennedy, Access Services

RATE OF PAY: $15 per hour

SCHEDULED HOURS:
This student assistant position is typically scheduled between 6 to 10 hours per week and cannot exceed 20 hours per week. Scheduled shifts are dependent on student assistant's availability and the operational priorities and needs of the employer and/or department. Students are expected to have closing hour availability.

PURPOSE OF THE POSITION:
The Strauss Health Sciences Library is recruiting a library student assistant to provide prompt and courteous assistance to library users in the areas of circulation, reserves, and reference services in addition to assisting with the maintenance of the library collections and special projects.

As we are committed to continuous improvement, this position also serves to aid in the professional development and growth of all students employed at the Strauss Library. The successful candidate for this position will be encouraged to learn and grow while in the position and take advantage of the myriad of training and professional development opportunities that are offered.

DUTIES AND RESPONSIBILITIES:

Service Desk:
- Greet library users in a friendly and courteous manner
- Check out, check in, and renew circulating library materials
- Supports retrieval of materials for Interlibrary Loan (ILL) & Prospector
- Assist library users with Strauss Library room reservations
- Clearly communicate library and circulation policies to library users
- Maintain hold and reserve shelves
- Answer basic reference, informational, and directional questions by phone and in-person
- Refer questions to staff members when appropriate
- Assist library users with locating library materials and request them from off-site when necessary
- Opening and Closing of library
- Perform all of the above while respecting the privacy of library users

Technology Support:
- Assist library users with basic technology troubleshooting like computers, scanners, and printers
- Assist library users with programs associated with Microsoft Office
- Report technology issues to staff members and/or library IT

Collection Maintenance:
- Shelve, retrieve, and shift library materials
- Inventory/Shelf-read assigned sections of library to ensure correct shelving order
- Search for missing or lost library materials
- Straighten and clean book shelves and replace bookends
- Report maintenance or security problems (lights out, broken furniture, spills etc.) to supervisor or safety personnel immediately after identifying them
Other:
- Record usage statistics and library user interaction statistics
- Light cleaning of library shelves, front desk area, whiteboards, etc. as needed
- Light data entry
- Assist with special projects
- Follow department policies and procedures
- Restock office supplies for desk staff and library users
- Other duties as assigned

WORKING CONDITIONS:
Sitting for long periods of time in front of a computer screen, physically lifting and moving materials weighing up to 20 lbs., maneuvering book carts, bending/stretching, and exposure to dust. Reading small labels for shelving and shelf reading.

QUALIFICATIONS (Knowledge, Abilities & Skills):

Required:
- Must be a current enrolled degree-seeking CU Student
- Work Study eligible
- Strong attention to detail
- Ability to follow directions
- Must have solid written and oral communication skills
- Performs independently and able to remain flexible when changes are needed
- Able to use good judgement and take initiative
- Ability to work well with minimal supervision and in a team environment
- Must be available to work evenings
- Effective communication, interpersonal, and organizational skills
- Able to work a minimum of one (1) shift a week
- Eager and willing to learn new things

Preferred:
- Work Study granted
- Experience using a personal computer
- Customer service skills
- Proficiency with Microsoft Word and Excel