**JOB TITLE:** Library Service Desk Assistant

**JOB SUMMARY:** Under the supervision of the permanent staff, the library student assistants are responsible for administering the Service Desk circulation activities, answering basic patron questions, and performing routine collection maintenance. In order to properly assist patrons and make sound judgment calls when completing assigned tasks, student assistants will be knowledgeable about library policies, well-versed in library collections and services, and will provide consistent, high-quality customer service when assisting patrons with issues, disputes, and complaints. In the absence of permanent staff, they are responsible for overseeing the operation of the Service Desk and notifying Public Safety of any issues within the library.

**REPORTS TO:** Circulation Supervisor/User Services Librarian/Evening Librarian

**DUTIES:**
- Present a welcoming first impression to those who come into or call the Goucher College Library.
- Provide friendly, helpful assistance to all library patrons.
- Be able to direct patrons to key spots in the library.
- Be aware of library policies.
- Correctly check-in and check-out all circulating library items.
- Identify circulating and non-circulating materials.
- Properly shelve all returned library items on carts or in reserves.
- Handle incoming telephone calls and transfer them to the appropriate person or department.
- Keep work area neat. Let the staff know when supplies are needed.
- Be able to follow rules and expectations without supervision.
- Make sure that somebody is covering the service desk at all times during their shift.
- Regularly check emails.
- Assist library staff with additional projects as needed.

**SCHEDULE:** Hours vary; days, evenings, overnight, and/or weekends.

**GENERAL SKILLS DESIRED:**
- Strong interpersonal and communication skills.
- Customer service experience/outlook.
- User-oriented approach to service.
- Accuracy and attention to detail.
- Ability to work both as a member of a team and independently.
- Self-motivated, dependable, enthusiastic, and interested in the work being done.

**TRAINING PROVIDED:**
- An orientation workshop at the beginning of the semester to introduce new employees to expectations, cover changes, new information, key points, reminders, etc.
- Individual training sessions that include instruction at the Service Desk and which occur during the first few work shifts. Topics covered include the Dewey call number system, orientation to the various collections, the Millennium software, building orientation, processes and procedures, and proper materials handling.
- Ongoing training throughout the year as required by newly assigned tasks or as problems or changes arise. Communication is by e-mail, phone call, or in person.
- Occasional mandatory exercises that review key points of the position and related policies.
- Student assistants are encouraged to approach the staff with their own queries, as well as directing to staff other students/patrons with questions. Staff uses this opportunity to model appropriate responses for the student assistants.