JOB TITLE: Research & User Services Student Assistant

JOB SUMMARY: Under the supervision of the permanent staff, the Research & User Services Student Assistant assists the staff in administering services to the library community. The student assistant will be knowledgeable about library policies, well-versed in library collections and services, and will provide consistent, high-quality work.

REPORTS TO: Distance Learning Librarian/All Research & User Services staff

DUTIES:
- Provide assistance to the Distance Learning Librarian including:
  - mailing library-owned and interlibrary loaned materials to distance learners
  - maintaining the mailing log in a detailed spreadsheet
  - scanning and emailing of print journal articles to distance learners
- Provide assistance to all Research & User staff in the form of:
  - proofing online learning tools such as the Information Literacy Tutorial and Library guides for broken links, organization and spelling/grammatical errors
  - perform missing item searches and complete paperwork appropriately
  - compiling of data using Excel spreadsheets
  - creating signage using a variety of platforms (Powerpoint, Word, various graphics packages)
- Be aware of library policies and library layout.
- Correctly check-in and check-out all circulating library items.
- Identify circulating and non-circulating materials.
- Be able to follow rules and expectations without supervision.
- 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 the Dewey call number system, orientation to 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.