**JOB TITLE:** Library Administrative Office Assistant  
**JOB SUMMARY:** Under the supervision of the permanent staff, the library student assistants are responsible for: administering the Library Administration Office while permanent staff members are at lunch or in weekly meetings, answering basic patron questions, and performing the daily library walk through. 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. In order to recognize possible work requests, they must also be knowledgeable about the library and its appearance.  
**REPORTS TO:** College Librarian/Assistant to the College Librarian  
**DUTIES:**  
- Present a welcoming first impression to those who come into or call the Goucher College Library Administration Office.  
- Provide friendly, helpful assistance to all administration office walk-ins.  
- Be able to direct patrons to key spots in the library.  
- Be aware of library policies and upcoming events  
- Be knowledgeable about the library and its rooms.  
- Properly shelve all found library items on carts.  
- Recognize items that require repairs, fill out the proper form, and shelve them accordingly.  
- Recognize unusual item statuses and ask for assistance from staff on duty.  
- Handle incoming telephone calls and transfer them to the appropriate person or department.  
- Take messages, including name, number, and reason for call.  
- Regularly check emails.  
- Reserve study rooms for students.  
- Reserve carrels and lockers for students.  
- Maintain office supplies/equipment as needed.  
- Assist library staff with additional projects as needed.  

**SCHEDULE:** Weekday mornings and days  
**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 at the Service Desk 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.  
- Individual training in the Library Administrative Office, to occur during the first few work shifts. Topics covered including phone etiquette, taking messages, and transferring calls.  
- Ongoing training throughout the year as required by newly assigned tasks or as problems or changes arise. Communication will occur 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 students/patrons with questions to appropriate staff members. Staff members use his opportunity to model appropriate responses for the student assistants.