Library Student Assistant

This job description identifies the principle duties of this position, and does not describe or detail all duties or responsibilities of the position.

REPORTS TO: Access Services Supervisor, Library Assistants, Dean and Library Faculty
PAY LEVEL: $10.15
DEPARTMENT: Access Services, Library

HOURS: Up to 10-15 hours a week, flexible hours required, work schedule arranged around class schedule. Employment is on a semester-by-semester basis.

JOB FUNCTION: Perform customer service and clerical duties necessary for the effective operation of the Access Services Department, as well as shelving and shelf reading to maintain good order of the stacks.

PRIMARY JOB RESPONSIBILITIES:

1. CIRCULATION DESK DUTIES
   A. Check materials in/out
   B. Open and close the Library
   C. Answer directional and basic reference questions
   D. Navigate IU Kokomo and IU Kokomo Library Websites
   E. Answer telephone
   F. Issue library cards/update borrower records/computer guest accounts
   G. Collect fines and print money
   H. Maintain hold shelf and course reserves
   I. Keep statistics and record usage information as directed using LibApps
   J. Handle/direct user complaints

2. STACKS MAINTENANCE DUTIES
   A. Shelve materials
   B. Read shelves
   C. Search for missing materials
   D. Shift materials in stacks
   E. Straighten and clean up shelves

SECONDARY JOB RESPONSIBILITIES:

1. DEPARTMENT & LIBRARY DUTIES
   A. Fix paper jams and fill paper and staples supply
   B. Assist library users on equipment operation
   C. Communicate library and circulation policies
   D. Provide tours and assist with New Student Orientations
   E. Other duties and projects as assigned

2. MEETINGS & TRAINING
   A. Attend departmental and library meetings as required
   B. Attend and complete training sessions and activities as required
REQUIRED QUALIFICATIONS:

- A proactive and friendly customer service attitude (pleasant, approachable, patient)
- A professional attitude and demeanor
- Dependability and Punctuality
- The ability to work cooperatively
- Excellent oral and written communication skills
- The ability to pay attention to detail
- Money handling ability
- The physical ability to push and pull loaded book trucks and to lift 20 pounds
- Familiarity with and understanding of IU Web services

BENEFITS:

- Flexible, convenient schedule
- Active involvement in campus/community/college life
- Increased likelihood of degree completion and academic success
- Improved research skills for academic courses
- Preparation for post-graduation career success
- Development of social responsibility and professionalism
- Opportunities to collaborate with library faculty and staff on special projects
- Development of a growth mindset
- Opportunities to develop leadership in peer-to-peer training

EXPECTATIONS:

- Learn manual and tasks within 6 weeks of employment
- Follow guidelines and procedures
- Strive for accuracy and quality work
- Show up on time to scheduled shifts

National Association of Colleges and Employers competences developed:

- Critical Thinking/Problem Solving
- Oral/Written Communication
- Teamwork/Collaboration
- Digital Technology
- Leadership
- Professionalism/Work Ethic
- Career Management
- Global/Intercultural Fluency