University Libraries
Student Employee Job Description

Title: Student Assistant – Circulation Desk 2
Pay Rate: Intermediate Level

General Description: Provides quality customer service to assist faculty and students in the university community with their library-related needs. The student in this position also completes tasks to maintain the daily operations of the circulation area, including having a strong understanding of policy and procedure of the library, and all tasks related to the Entry Level Student Assistant at Circulation

Duties and Responsibilities:
1. Greet patrons who approach the desk
2. Check in/out items for use by patrons
3. Check-in and sort all items returned to the library
4. Retrieve reserve materials upon demand
5. Direct patrons to the appropriate area of the library
6. Aiding disabled patrons using the library.
7. Answer more complex phone calls
8. Show proficiency in the Library of Congress classification system
9. Assist staff in opening and closing the building
10. Assist Entry Level student workers
11. Assist in explain University Library and University policies
12. Retain considerable knowledge from on-the-job experience
13. Other duties as assigned

Required Qualifications:
1. Ability to work evenings and weekends.
2. Minimum one year experience in our Circulation department
3. Strong knowledge of the Millennium and Web Catalog systems
4. Pays close attention to detail
5. Ability to work cooperatively with others and independently
6. Conscientious about completing tasks
7. Ability to work under multiple supervisors
8. Ability to work independently and in a team environment
9. Ability to triage order of assignments
10. Ability to return to previous tasks after helping patrons
11. Follows instructions and remembers complex procedures
12. Computer literacy
13. Pleasant and professional

Preferred Qualifications:
1. Ability to supervise others