Title: Student Supervisor – Circulation Desk 3
Pay Rate: Advanced 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 provides reference assistance when the regular reference desk is unavailable and also has responsibilities supervising and training student staff. The student in this position is also responsible for all duties assigned to Student Assistant – Circulation 1 and 2. The student in this position may be asked to be the only staff in the library and to run the desk completely on their own in the case of emergency and no other supervisor is available.

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 complex phone calls
8. Provides some reference assistance to patrons when Reference is not available
9. Show proficiency in the Library of Congress classification system
10. Opening and closing the building
11. Supervise Entry and Intermediate Level student workers
12. Input and correlate data pertaining to Circulation Services
13. Assist in explain University Library and University policies
14. Assist with the supervision of Library Security Aides
15. Retain considerable knowledge from on-the-job experience
16. Completely run the Circulation Desk if no Supervisors are available

Required Qualifications:
1. Ability to work evenings, weekends, intersessions and holidays
2. Minimum two years of 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. Able to work 10-30 hours a week during the semester
12. Follows instructions and remembers complex procedures
13. Computer literacy
14. Pleasant and professional

Preferred Qualifications:
1. Working towards a Master’s degree in Library Science or related field