



INDIANA UNIVERSITY
KOKOMO

LIBRARY

Library Student Assistant

This job description is intended to identify the principle duties of this position, and is not intended to be a detailed description of all duties or responsibilities.

REPORTS TO: Access Services Supervisor and Library Faculty

PAY LEVEL: \$10.15

DEPARTMENT: Access Services

HOURS: 10-25 hours a week, some evening and weekend hours required, work schedule arranged around class schedule.

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 questions
- D. Answer basic reference questions
- E. Navigate IU Kokomo and IU Kokomo Library Websites
- F. Answer telephone
- G. Issue library cards/update borrower records
- H. Collect fines
- I. Maintain hold shelf and course reserves
- J. Keep statistics and record usage information as directed
- K. Handle/direct user complaints
- L. Tasks and projects as directed or assigned

2. STACKS MAINTENANCE DUTIES

- A. Shelve materials, in all formats
- B. Read shelves
- C. Search for missing materials
- D. Shift materials in stacks

SECONDARY JOB RESPONSIBILITIES:

1. DEPARTMENT & LIBRARY DUTIES

- A. Fix paper jams in copiers and microform readers/printers, monitor paper supply in copiers and printers, and replace toner in copiers and microform printers
- B. Instruct library users on equipment operation
- C. Communicate library and circulation policies
- D. Other duties as assigned

2. MEETINGS

- A. Attend departmental and library meetings as required
- B. Attend training sessions as required

REQUIRED QUALIFICATIONS:

- A proactive and friendly customer service attitude (pleasant, approachable, patient)
- A professional attitude and demeanor
- Dependability
- 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

PREFERRED QUALIFICATIONS:

- Computing skills (Windows 7 and Windows 8 operating systems and the Microsoft Office 2007/2010 applications)
- Completion of CSCI-C100 or the ability to complete a skills checklist equivalent to coursework
- Familiarity with and understanding of IU Web services (Canvas, one.iu, IU e-mail)