

## **ODY Library Service Desk Student Assistant**

### **Reports To**

The ODY Library Service Desk Student Assistant reports to the Library Service Desk Coordinator, but may be supervised by the Circulation Technician, Interlibrary Loan Technician, and/or Library Service Supervisors depending on schedule.

### **Job Overview**

Provides excellent customer service to library patrons. Performs basic circulation tasks such as checking in and out books, reserves, interlibrary loans, and shelving returned materials. Assists patrons in finding materials.

### **Hours**

6-10 hours/week. ODY Library Service Desk Student Assistant may be required to work anytime the library is open during the academic year, including nights and weekends. Shifts will not be scheduled during classes or other standing commitments.

### **Responsibilities and Duties**

- Check in and out books, reserves, interlibrary loans, and other library materials
- Answer the Library Service Desk phone and direct calls to the appropriate individual or department
- Shelf books accurately in assigned areas
- Assist patrons with printing, copying, scanning, and connecting to the wireless network
- Help patrons locate materials on the shelves
- Help library patrons use the library website and databases
- Prepare carts for shelving
- Special projects as assigned

### **Qualifications**

- Currently enrolled student
- Customer service preferred, but will train
- Self-starter, detail oriented
- Friendly and professional public service demeanor
- Must be flexible with scheduling