POSITION NUMBER: MC00008R

JOB TITLE: Student Worker II, Library Assistant

DEPARTMENT: Library

CAMPUS: LSC-Montgomery

College Work Study Position

PAY: 9.95 per/hr.

HOURS: 19.5 per/wk.

POSITION SUMMARY

Provide customer service assistance to library patrons; serves as public contact for the library in person, by telephone and email. Refer patrons to reference librarians or ELC manager when additional assistance is needed. Interprets and enforces circulation policies for faculty, staff, and students. Uses the Horizon Information Management System to perform circulation services. Required to participate in the development of documentation for circulation procedures. Will collect monies for fines and lost materials and update patron in the use of laptop computers, copy machines, the pay print system, fax machine, etc. Maintain supplies and forms, straightens materials, and equipment, and records daily activity statistics. Participate in shelf reading, collection inventory and repair of materials. Print student and employee ID’s. Monitor security gates, computers, etc. Provide back-up support to the Extended Learning Center. May interact one-on-one with students. May interact with a high volume of customers. Will work with and assist diverse groups.

PRIMARY RESPONSIBILITIES

1. Filing
2. Copying
3. Faxing
4. Answering phones, taking messages, redirecting calls
5. Scanning and/or shredding
6. Provide general information related to the department
7. Record maintenance, preparation and review of forms, data entry
8. Provide handouts and/or forms to customers
9. Check out equipment
10. Collect and record data
11. Provide limited technology support to end users (on a limited basis)
12. Interpret regulations and policies
13. Maintain and/or process records

REQUIRED QUALIFICATIONS

- High School Diploma or Equivalent
- 1 year work related experience

KNOWLEDGE SKILLS AND ABILITIES

- Ability to multi-task

USE OF EQUIPMENT AND MACHINERY

- Pushing or pulling carts or other such objects
- Lift objects weighing up to 20 lbs.
- Use small office equipment including copy machines or multi-line phone system
- Use computers for word processing