

# Library Student Assistant and Academic Technology Support

## Purpose

Perform customer service and clerical duties necessary for academic technology support and the effective operation of the Methodist College Library.

## Education

Current student enrolled in at least 6 hours of courses at Methodist College. The student must not be on academic probation.

## Experience

Must be organized, have good customer service skills, be self-motivated and able to multi-task. Data entry skills, organizational skills, ability to operate a wide variety of copy related equipment, basic level computer skills, experience with Microsoft Office suite and other programs/software used at the College, basic math skills and ability to follow written instructions accurately are required. Must have the ability to communicate effectively with faculty and students and ability to interact effectively and courteously with culturally diverse groups. Maintains confidentiality according to FERPA guidelines and Methodist guidelines.

## Hours

Day, evening, and weekend hours. Work schedule is arranged around class schedule.

## Direct Report

Director of Library Services

## Responsibilities

- Assist and advise library patrons. Refer to appropriate service/person as needed.
- Answer questions (research, directional, policy, etc.)
- Support use of library equipment
- Troubleshoot technical issues
- Check in and out library materials
- Complete "issue check in" for periodicals
- Maintain statistics (gate count, interactions, etc.)
- Assist with managing study rooms
- Address requests for technical assistance regarding D2L, ExamSoft, etc.
- Respond to requests from evening faculty members to assist with technology in teaching
- Shelf items, edge/face shelves and shelf read
- Tidy areas in the library
- Restock printers/copiers with paper in library and student computer lab each evening and as needed toner
- Assist with interlibrary loans
- Supervise library in absence of librarian
- Other duties as assigned

## Working Conditions and Physical Effort

- Work is normally performed in a typical interior-office work environment.

- No or very limited exposure to physical risk.
- No or very limited physical effort required.
- Noise levels not above a point that hearing protection is needed.

#### Communication

- Excellent communication skills.
- Interacts effectively with students, staff, faculty, and external clients of MC.
- Must have ability to interact effectively and courteously with culturally diverse groups.
- Ability to communicate only the facts to recipients or to decline to reveal information.
- Ability to project a professional, friendly, and helpful demeanor.