Position: Information Commons Help Desk Student Assistant

Department: Library – Reference Department

For additional information contact:

Meredith Elsik  
Senior Reference Assistant  
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Apply: Submit resume and brief statement describing an experience using Coates Library resources, along with why this position interests you. Submit electronically to Meredith Elsik (melsik@trinity.edu), or leave resume at the Coates Library, Room 317. Preference will be given to applications received by Monday, August 26th. Please include a phone number where you may be reached for scheduling a brief interview.

SUMMARY OF RESPONSIBILITIES:

The Reference Department seeks three dependable and self-motivated students to staff the Help Desk during hours when the reference staff is not on duty. Students work 10 hours per week. Hours include evening, weekend and possibly some late afternoon weekday hours. Schedules must be sufficiently flexible to accommodate needed evening and weekend scheduling. Students in this position provide basic reference assistance including monitoring and interactively answering reference questions online. Students may also provide printing assistance. Also, students must attend a mandatory library training session.

SKILLS REQUIRED:

Familiarity with Coates Library and library resources is a critical component to this position; therefore preference is normally given to 3rd and 4th year students. Schedule availability is also a major factor in hiring for these positions. Students must also exhibit a positive attitude and cheerful willingness to help library users; possess strong interpersonal communication skills; exhibit a professional demeanor; and be able to work assigned hours consistently and dependably. Teaching or tutoring experience is highly preferred. All students will be assigned one weekend shift, either on a Saturday or Sunday with other hours being evening hours and/or late afternoon hours. A usual 10 hour weekly schedule includes a weekend shift of 4 hours, along with a 4 hour and 2 hour shift during weekday evenings. Attendance at a group library training session is mandatory.

SPECIFIC DUTIES:

Provide basic level reference assistance to all library users, including directional information, and assistance with library catalog and databases. Monitor and interactively respond to reference questions online. When needed provide library users with referrals to librarians for additional reference assistance. Perform other tasks as assigned.

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