

Trinity University Coates Library

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 letter of reference from a faculty member which can be submitted electronically to Meredith Elsik (melsik@trinity.edu), or leave resume at the Coates Library Administrative Offices, Room 325. Preference will be given to applications received by Tuesday, September 1st.

Please include a phone number where you may be reached for scheduling a brief interview.

SUMMARY OF RESPONSIBILITIES:

The Reference Department seeks dependable and self-motivated students to staff the Help Desk during evening and weekend hours. Students in this position will provide basic reference assistance including monitoring and interactively answering reference questions online. Students may also provide printing assistance, as well as basic technical aid with computer hardware and software in the absence of other ITS staff. Much of this user support will occur during hours in which library reference staff is not on duty. Students must be able to work evenings and weekends, along with attending a mandatory library training session.

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.

1. Assist users with questions related to printing and basic computer operations in Information Commons, and how to receive additional assistance for information technology questions.
2. Sort reference books and non-reference books, and shelve reference books.
3. Shelve books designated for New Book Shelves.
4. Perform other tasks as assigned.

SKILLS REQUIRED:

Must have 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 in addition to familiarity with the Coates Library and library resources. Assigned hours include evening and weekend hours. All students will likely be assigned one weekend shift, either on a Saturday or Sunday. Attendance at a group library training session is mandatory. Students hired for this position will be expected to sign a student assistant agreement detailing expectations for the position.