



Cowles Library

Front Desk Service Assistant

Department: Information Services
Reports to: Head of Information Services

Essential Functions:

- Charging, discharging, and renewing library materials
- Answering and directing incoming phone calls
- Sensitizing and sorting book carts
- Shelving reserve materials as they are returned
- Placing holds on library materials
- Assisting patrons in locating materials and retrieving materials upon request
- Maintaining microfilm reader/ printers and photocopy machines
- Opening and closing the service desk as needed
- Assisting patrons with computers and printers
- Maintaining printers, removing paper jams and adding paper
- Shelving books, media, periodicals, newspapers, and microfilm
- Maintaining shelves by shelf-reading to ensure correct order in the stacks; may assist in missing book searches
- Maintaining the newspaper and browsing areas
- Shifting books to relieve crowded areas, a major on-going project, under the direction of a full-time staff member
- Helping patrons locate library materials; directing them when necessary to librarians for assistance
- Helping with special projects as assigned
- Retrieving ILL books for patrons
- Processing reserve materials to be used in classes
- Supplying scissors, scratch paper, staples, tape, markers, pens, and pencils to patrons
- Repairing books upon return from checkouts if missing spine labels, loose pages, or torn covers

Knowledge/ Skills Required:

- Computer proficiency, accuracy and attention to detail
- Strong communication and organizational skills
- Leadership qualities with the ability to work under minimal supervision
- Able to learn and demonstrate correct use of the Library of Congress classification

Hours per week:	Up to 20
Schedule:	Varies
Knowledge/Skills required:	Moderately Technical
Complexity of work tasks:	Work is moderately complex and varied
Supervision of work:	Works somewhat independently
Scope of work's contact:	Contact, impact routinely extends to the university and public
Routinely supervises the work of others:	No
Works with confidential information:	Regularly
Pay Rate:	7.25