Job Description: Library Assistant, Learning Commons

Title: Library Assistant, Learning Commons
Department: Library
Reports to: Learning Commons Librarian
Direct Reports: None
Status: Full Time, non-exempt

Note: This is a pre-professional position. Eligibility is limited to qualified students currently enrolled in Simmons SLIS Program.

Job Summary: Working under the direction of the Learning Commons Librarian, performs tasks in the functional areas of Circulation, Reference, and the Learning Commons. Coordinates and supervises the work of student workers in these areas. As a member of the Library’s User Services team, participates in Circulation and Reference services, and other Library functions as assigned.

Key Work Activities:
• Assist with the Administration and Management of Reference and Circulation Services:
  o Support day to day oversight of Library service provision: troubleshooting equipment, resources, policy, schedule, communication, and procedural questions and issues
  o Participate in the hiring, training, and supervision of student workers
  o Support scheduling and coverage of Reference and Circulation services
  o Provide training and continuing education to reference and circulation staff and student workers

• Participate in the work of Beatley Library
  o Maintain knowledge of library software and systems and troubleshoot issues.
  o Monitor effectiveness and efficiency of functional processes and recommend and implement improvements.
  o Prepare statistical reports.
  o Communicate and enforce library policies.
  o Staff Reference and Circulation desks and provides services via email, telephone, chat, and in person.
  o Contribute to work in other Library functional areas as needed.

Work Schedule:
Generally Tuesdays – Saturdays, 11am-7pm, with flexibility for classes

Qualifications:

Required:
• Bachelor’s degree and current enrollment in Simmons SLIS program.
• Completion of no more than 3 LIS courses.
• Demonstrated excellence working in a customer focused environment.
• Demonstrated strong "people skills" such as
  o an energetic, positive, friendly and approachable demeanor.
  o ability to “read” customers and respond appropriately.
  o ability to handle surprises well, work well under pressure and with multiple interruptions

Preferred:
• Experience working or volunteering in libraries.
• Experience with library systems, such as Innovative Interfaces, Inc.’s Millennium
• Experience working in a supervisory role
• Ability to perform technical and complex tasks with accuracy and attention to detail
• Experience as a proactive and creative problem solver
• Ability to contribute and foster collaboration in a team environment
• Ability to work independently and pro-actively towards a shared goal
• Ability to organize and prioritize work effectively