



Title: Residence Hall Library Clerk

Department: University Housing – Residential Life – Residence Hall Libraries

FUNCTION

The library clerk is an undergraduate student position that is responsible for engaging with patrons and helping them find resources in the Residence Hall Libraries. The library clerk works independently and is often the first point of contact for patrons using the library, but is also required to represent the library at outreach events at other venues.

DUTIES AND RESPONSIBILITIES

- Provide courteous service to all patrons.
- Answer basic reference questions in person and on the phone.
- Help patrons identify and locate materials both physically in the library and in the online library catalog.
- Learn Voyager Circulation software for materials check in/out.
- Administer library policies and procedures.
- Complete all tasks as assigned by your supervisor such as developing marketing materials, creating displays and bulletin boards, and selecting new materials for the library collections.
- Communicate with your supervisor and co-workers, including responding to emails in a timely fashion.
- Assist with programming and outreach events at venues outside of the library.
- Attend all scheduled staff meetings.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND EXPERIENCE REQUIRED

- Able to work independently.
- Willing to engage and interact with patrons in the library.
- Written and oral communication skills.
- Must be flexible when creating staff schedules and be willing to work day, night, and weekend shifts.
- Must live in University Housing for first year of employment with the Residence Hall Libraries.

PREFERRED SKILLS

- Familiarity with the Residence Hall Libraries
- Previous work or volunteer experience.
- Customer service skills.

ORGANIZATIONAL RELATIONSHIP

The Residence Hall Libraries are a part of Residential Life in the Housing Department. This position reports to a Library Supervisor and the Residential Life Librarian. Concurrently held positions are permitted but strict work hour limitations will be enforced automatically and without verbal warning beyond the understanding that employees MAY NOT go over their hours. Students holding positions as Housing Paraprofessionals must obtain approval prior to accepting a Library Clerk position.

HOURS REQUIRED:

- 6 hours/week MINIMUM
- 6 hours/day MAXIMUM
- 20 hours/week MAXIMUM within University Housing
- 30 hours/week MAXIMUM within the University