



## STUDENT EMPLOYMENT OPPORTUNITY

**Job Title:** Library Aide Technician

**Rate of Pay:** \$7.95

**Begin Date:** Immediately

**End Date:** 05/11/2012

**Work Site:** Neal Campus Kingman, 928-757-0856

**Supervisor's Name:** Claudia Timmann

### List specific duties performed on a regular basis.

1. Offer support for ANGEL, computer programs, and online resources by phone or face to face patrons (faculty, students, and the community).
2. Provide software expertise to students using course software applications.
3. Maintain records and statistics as directed.
4. Check library materials in and out, assist with shelf inventory and handling mail for staff.
5. Handle confidential records and materials and maintain the security of information and documents according to established rules and regulations (overdues, student information, computer files, etc.).
6. Create patron record in the ILS - Millennium - for library cards, creating accounts by activating BigHornOne cards as library cards.
7. Provide assistance to Campus Librarians, Director of Library Services, Operations Specialist, Reference Assistant, or Operations Assistant upon request.
8. Assist with keeping the library and the computer areas clean and organized.
9. Collect the Library's mail from the Production Center, sorting, and delivering it.
10. Assist patrons with basic-level questions.

### List skills and qualifications needed.

1. Basic proficiency in MS Office Products such as Word, Excel, and PowerPoint.
2. Knowledge of troubleshooting techniques related to ANGEL, myCampus, ExWeb, etc.
3. Strong commitment to providing excellent, quality customer services.
4. Excellent communication skills, including telephone, written, and interpersonal.
5. Knowledge of contemporary information technologies and course delivery programs, including ANGEL, social networks (FaceBook, Twitter, blogs, wikis, RSS) and instant messaging.
6. Solid organizational skills including the ability to manage multiple tasks in a busy service environment with the aptitude to be self-motivated during downtimes.

## **List things a supervisor would like a student employee to understand about working in this department.**

1. As a part of the Library Services department, the library aide technician is expected to assist the library team with one or more of the following as needed: a. Use library system to check materials in and out; b. Assist library patrons (faculty, students, community users) with basic research by using the databases and other online resources; c. Assist with projects and events as assigned; d. Shelf-read the stacks and assist with inventory.
2. The library aide technician will be expected to train staff and other peers on basic knowledge of the available software/programs as needed.
3. The library aide technicians will be expected to assist in monitoring patron Internet/web activity by roving and assisting library staff during class visits and research instruction sessions.
4. This is a multi-disciplinary position. All students have both library duties and computer technical duties.