



# STUDENT ASSISTANT POSITION DESCRIPTION

UNIVERSITY LIBRARY

One Washington Square ■ San José, CA 95192-0028

To apply for this position please fill out the **Student Assistant Job Application** and along with your resume (optional), email to [library-StudentApps-group@sjsu.edu](mailto:library-StudentApps-group@sjsu.edu) with the Position Title-Reporting Unit-Reporting Dept in the email's subject heading line.

**Position Title:** Unified Service Point Student Assistant (2)

**Reporting Unit:** Access Services

**Reporting Dept:** Loan Desk

**Reports To:** Loan Desk Specialist

## ESSENTIAL DUTIES AND RESPONSIBILITIES

At Unified Service Point (USP):

- Check out and check in university material to SJSU and public library patrons;
- Update account information for SJSU and public library patrons;
- Check out and check in university course reserves and ILS items;
- Assist Evening Facilitator with projects such as university material searches, course reserves shelf-reading, shelving, CSU+ searching, material shifting when needed, and others as assigned;
- Provide proactive directional assistance to library users;
- Assist SJSU library users with Pay-for-Print terminals and self-checkout terminal, troubleshooting when necessary;
- Assist in study room bookings;
- Assist users in placing requests for SJSU and other CSU Library material;
- Process 'on the fly' university material as needed;
- Handle minor patron disputes, passing escalated problems to full-time staff;
- Refer members of the public to SJPL staff when needed;
- Stay current on departmental and library information via SharePoint site;
- Use safety methods in evacuations;
- Work as part of a cooperative and customer service-oriented team;
- Performs other duties as necessary.

In Sort Room

- check in university material;
- sort material onto appropriate trucks;
- act as back-up staff to USP during periods of heavy library user volume and to assist users locate materials on university floors

## QUALIFICATIONS

### 1. Education/Experience

- Student Assistant hire must be a matriculated SJSU student enrolled in at least 6 undergraduate or 4 graduate units; or
- International student must be a matriculated SJSU student enrolled full time in at least 12 undergraduate units, or enrolled in at least 6 units at SJSU and at least 6 units at another qualified institution during the same semester; or 9 graduate units (full-time) at SJSU.
- **Must be a Work Study student** and be a matriculated SJSU student, enrolled full time in at least 12 undergraduate units or at least 8 graduate units.

The requirements listed below include the equipment and knowledge, skills, and/or abilities required. (eg. Computer skills)

- Attention to details
- Familiarity with personal computers
- Working knowledge of English grammar, spelling and punctuation
- Ability to work independently with minimal supervision
- Customer service skills highly desirable
- Prior, current, or imminent library experience **highly desirable**. Current or future School of Information students are highly encouraged to apply.
- Must be dependable in working extended hour shifts (9p-1a, Wednesday & Thursday) with a minimum of unscheduled absences due to reduced staffing.
- This position is **specifically** for the hiring of 2 student assistants to work the following schedule during the Fall semester (totaling no more than 12 hours/week each):
  - Each SA to work up to a total of 12 hrs/week during the midshift (11a-5p) periods of Monday-Thursday

**PHYSICAL REQUIREMENTS**

- Must be able to lift up to 25 lbs and transport materials with the use of dolly.

**WORK SCHEDULE:**

Monday:	Between 11a-5p
Tuesday:	Between 11a-5p
Wednesday:	Between 11a-5p
Thursday:	Between 11a-5p
Friday:	Between 11a-5p
Saturday:	
Sunday:	

**Desired Class Level:** XFrosh XSoph XJr. XSr. XGrad Student      **MAJOR:** Open

**SALARY RATE LEVEL:** X2   3   4      **INITIAL HIRING RANGE:** \$12.00