



# 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 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: Evening Hours (see Work Schedule below)**

**Reporting Unit: Access Services**

**Reporting Department: Unified Service Point**

**Reports To: Unified Service Point Coordinator**

## ESSENTIAL DUTIES AND RESPONSIBILITIES:

This position will provide friendly, knowledgeable and efficient customer service at the Unified Service Point in the Dr. Martin Luther King, Jr. Library. This is an excellent opportunity for someone who enjoys working with a diverse community of library patrons, and also enjoys working evenings.

Duties include:

- Work cooperatively in a customer-service atmosphere to build a welcoming user experience
- Checking out library materials to SJSU and public library patrons
- Issuing Course Reserve items
- Assist the evening facilitator in searching library materials, course reserves shelf reading, and other projects
- Assist patrons with pay-for-printing and self-check stations and troubleshoot as necessary
- Assist Library Security with collecting Grades First data
- Create library patron user accounts
- Assist in study room bookings
- Perform simple catalog and database searches
- Assist in CSU+ and ILL requests
- Process on-the-fly materials
- Make proper referrals to librarians or San Jose Public Library staff
- Use effective judgement in problem solving library account issues
- Stay current on departmental and library information via the SharePoint site
- Understand library emergency procedures
- Assist in library sort room duties, including checking in and sorting material
- Assist library patrons in locating material on other floors as needed
- Answering USP telephone and providing information
- Serve as a resource of campus events and services
- Other related duties as needed

## QUALIFICATIONS:

- Work Study student preferred (not required)
- Applicant must be a matriculated SJSU student enrolled in at least 6 undergraduate or 4 graduate units
- International student applicant must be a matriculated SJSU student in at least 12 undergraduate or 9 graduate units, -or- enrolled in at least 6 units at SJSU and at least 6 units at another qualified institution during the same semester
- Excellent interpersonal and communication skills highly desired
- Working knowledge of English grammar, spelling and punctuation
- Previous customer service experience helpful
- Previous library experience helpful, but not required
- Familiarity with using desktop computers
- Attention to details
- Commit to established schedule with minimum of absences (see Work Schedule section below)

## PHYSICAL REQUIREMENTS:

- Be able to lift up to 25 pounds and transport materials on library book trucks

**WORK SCHEDULE:**

Monday:	
Tuesday:	
Wednesday:	<b>5 – 9pm</b>
Thursday:	<b>5 – 9pm</b>
Friday:	
Saturday:	
Sunday:	<b>7 – 11pm</b>

**Desired Class Level: All class levels accepted**

**Major: All majors accepted**

**Salary Level: 2**

**Initial hiring Salary: \$15.00 per hour**

Updated: February 6, 2019