



User Experience Circulation & Stacks Student Assistant Position Description

UNIVERSITY LIBRARY

One Washington Square ■ San José, CA 95192-0028

To apply for this position please fill out the User Experience Circulation & Stacks Student Assistant job application. Thank you for your interest in working for the San José State University Library.

https://docs.google.com/forms/d/e/1FAIpQLSfeW0oJl2qRjmdsnw8xms7nEDEAxTyRlXUgFP4RfA2ioE1Cbg/viewform?usp=sf_link

Position Title: User Experience Circulation & Stacks Student Assistant: We are looking to hire student assistants to cover day, evening, and/or extended hours shifts (see 'Work Schedule' below)

Reporting Unit: User Experience

Reporting Department: University Library

Reports To: Circulation Desk Coordinator/Stacks Maintenance Coordinator

ESSENTIAL DUTIES AND RESPONSIBILITIES:

These positions will provide friendly, knowledgeable and efficient customer service at the User Experience Circulation and Library Stacks support in the Dr. Martin Luther King, Jr. Library. This is an excellent opportunity for those who enjoy working with a diverse community of library patrons, while working a wide variety of offered shifts during the library's generous open hours (from mornings to extended hours).

The position's duties are broken down into the following four (4) areas and include:

USER EXPERIENCE DESK

- 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 patrons with pay-for-printing and self-check stations and troubleshoot as necessary
- Create library patron user accounts, and use effective judgment in problem solving library account issues
- 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 SJSU librarians or San José Public Library staff
- Assist library patrons in locating material on other floors as needed
- Answering Circulation desk telephone and providing information

COURSE RESERVES/LEGANTO

- Assist the Course Reserves/Leganto Coordinator with the processing of SJSU and personal materials, as well as scanning physical items into electronic format
- Assist with physical and electronic course reserves collection cleanup, shifting, and maintenance as needed/directed
- Regularly communicate with Course Reserves/Leganto Coordinator to ensure latest procedures and updates are followed

MATERIALS SHELVING/MAINTENANCE

- Assist in library sort room duties
- Check-in, sort, and reshelv material in a timely, efficient manner as needed
- Monitor each floor's to-shelve carts numbers to ensure timely material reshelving
- Accurately reshelv material onto correct floor's shelves
- Periodically check for adequate collection shelving space and shift where necessary
- Shelf-read each floor's collections to ensure breadth of general subject area knowledge

OTHER RESPONSIBILITIES

- Other related duties as needed
- Understand library emergency procedures
- Stay current on departmental and library information via the User Experience Google Site
- Support online chat support for user Experience account questions

- Serve as a resource of campus events and services
- Assist Library Security with collecting Grades First data
- Assist in searching library materials, course reserves shelf reading, and other projects

DESIRED OUTCOMES

Working for the library will gain you these valuable and relevant professional skills

- Learn basic library fundamentals and resources
- Become adept at professionally navigating within a complex organization
- Develop team building skills
- Learn and develop expertise in relevant complex software applications and technology
- Learn how to troubleshoot library technology issues
- Build excellent customer service skills
- Develop excellent verbal and written communication skills

QUALIFICATIONS:

- Work Study student preferred (not required)
- Applicant must be a matriculated SJSJ 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:

- When filling out the student assistant job application, please indicate your availability to work based on the library's open hours as listed below ('Fall & Spring Library Open Hours').
- Please note that the library's open hours listed on the job application may be different than what is here.
- Daytime, evening and weekend shifts available

FALL & SPRING LIBRARY OPEN HOURS

Sunday:	1pm-5pm; 6-8pm
Monday:	9am-7pm; 8-10pm
Tuesday:	9am-7pm; 8-10pm
Wednesday:	9am-7pm; 8-10pm
Thursday:	9am-7pm; 8-10pm
Friday:	9am-5pm
Saturday:	1pm-5pm

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

Major: **All majors accepted**

Initial hiring Salary: **\$17.55 per hour effective January 1, 2024**

Updated: June 23, 2021; December 8, 2022; December 13, 2022; June 21, 2024