

One Washington Square • San José, CA 95192-0028

Thank you for your interest in working for the San José State University Library. By working for the University Library, students will gain valuable and relevant professional skills, including learning basic library operations and services, developing team building skills, applying a strong degree of individual judgment and initiative, managing multiple priorities, adapting ways to improve service with new workflows and technology, building leadership abilities, and gaining expertise in complex software applications in their daily work in Interlibrary Loan. Student assistant employees build their knowledge of tools and techniques used in searching databases, achieving their scholarly needs through research, and troubleshooting and finding resolutions to work-related tasks.

To apply for this position, please fill out the Interlibrary Loan (ILL) Student-Assistant job application.

https://docs.google.com/forms/d/e/1FAIpQLSc_WKCzIKa9fZPZ0pK6_ocqgosuX5QZDoGK-M2hA4VdHABxcA/viewform?usp=sf_link

Position Title:

Interlibrary Loan (ILL) Student-Assistant

Reporting Unit:

Interlibrary Loan

Reporting Department:

Document Delivery Services

Reports To:

Interlibrary Loan Specialist

ESSENTIAL DUTIES AND RESPONSIBILITIES

Interlibrary Loan student assistants perform numerous procedures associated with interlibrary lending and borrowing and in-library services for SJSU faculty, staff, and students.

- Processing and updating lending/borrowing requests in ILLiad, resource sharing management software, and checking out loans in ALMA, the integrated library system.
- Preparing incoming/outgoing loans and returns for shipment, and processing these materials via UPS, and U.S. mail.
- Searching stacks and pulling books and microform media materials for scanning and/or processing.
- Sending articles in electronic and paper media to patrons.
- Provide customer service by answering their Interlibrary Loan questions and concerns by phone, in person, and via email.
- Adhere to the initial work schedule for the entire semester, unless otherwise approved by your

supervisor.

QUALIFICATIONS

The requirements listed below include the equipment, knowledge, skills, and/or abilities to perform the essential functions of the position.

- The Student-Assistant must be a matriculated SJSU student enrolled in at least 6 undergraduate or 4 graduate units
 - An International student must be a matriculated SJSU student enrolled full-time 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
- Work Study student preferred
 - A Work Study Student-Assistant must be a matriculated SJSU student enrolled full-time in at least 12 undergraduate or 8 graduate units
- Effective oral and written communication skills with various audiences, including students, faculty, staff, and members of the public
- Moderate to advanced computer skills, including MS Word, Excel, internet, and Gmail. Student Assistants are provided on-the-job training in the use of ILLiad, ALMA, Bookeye scanner and associated software, microform scanner, and fax.
- Attention to detail and ability to follow established procedures
- Ability to work independently and employ effective judgment under general supervision
- Ability to contribute to a positive and diverse workplace environment
- Commitment to an established work schedule with punctual attendance
- Ability to maintain a professional appearance and demeanor
- Ability to adhere to university and library policies
- Ability to respectfully serve as a representative of SJSU and King Library

PHYSICAL REQUIREMENTS

This position works in a typical library and office environment with standard equipment and tasks. This position requires an on-site presence. The position is required to work at a computer terminal and desk for long periods of time. The position requires the ability to lift up to 20 lbs and to transport materials on library carts.

WORK SCHEDULE: 12-20 Hours per week during the semester

Fall 2024 University Library Open Hours

Monday:	Anytime from 8:00 a.m. – 5:00 p.m.
Tuesday:	Anytime from 8:00 a.m. – 5:00 p.m.

Wednesday:	Anytime from 8:00 a.m. – 5:00 p.m.
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Thursday:	Anytime from 8:00 a.m. – 5:00 p.m.
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Friday:	Anytime from 8:00 a.m. – 5:00 p.m.
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Saturday:	No hours available
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Sunday:	No hours available
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INITIAL HIRING SALARY: \$17.55 per hour

July 24, 2024