Position Title | Library Reference Assistant | Hourly Rate | $7.50
Department | ISR - Library Public Services | Supervisor | Chris Nelson
Work Location | Library | Account Number | 01-40370-00000-00000-xxxxx

Do multiple individuals hold this position at one time? No

Number of positions available: 1

Work Schedule
A student in this position can expect to work varies hours per day, 6 - 10 hours per week.
The student will work Monday thru Friday Saturday Sunday any day of the week.
Hours are available during the following times of the day: primarily afternoon-evening, some mornings possible.

Department/Position Overview
The Reference Assistant provides direct assistance to researchers in the library, by phone, or through email and messaging. This includes interpreting research questions, selecting appropriate resources, and locating items.

Description of Duties and Tasks
☐ Interact with and convey a positive attitude to visitors and the campus community in person or by phone
☐ Conform to an established work schedule; reliably work set hours as assigned
☐ Perform clerical duties in support of the department, i.e. data entry, filing, copying, mailings, etc.
☐ Maintain the confidentiality of departmental/employee/student information
☐ Run errands on and/or off campus, including campus mail pick-up and delivery
☐ Perform light cleaning, departmental organization, and upkeep as required
☐ Work efficiently and accurately without immediate supervision
☐ Respond to research inquiries in person, on the phone, or via email / messaging
☐ Work with campus researchers to discover best resources and search methods to address needs
☐ Additional projects as assigned
Required Training and Skills

- Ability to communicate in a concise and effective manner, both verbally and in writing
- Detail oriented with strong organizational skills
- Familiarity with specific computer software, listed here: basic troubleshooting, library printers and computers
- Familiarity with specific equipment, listed here: basic troubleshooting, library printers and computers
- Completion of coursework or training, prior experience, and/or specific certifications, listed here: most candidates will have completed 2 semesters of work at Beloit College Library, or similar work experience.
- Proficient in searching bibliographic and research databases
- Skilled in searching the library catalog and finding items in the library collection
- Able to answer questions about library procedures and policies
- Effective communication includes ability to clarify questions through a reference interview process