Information Services, Queen's Library, Student Assistant Position, Posting Summary

Job Description

The Student Assistants work at Queen's University Library service points and perform a wide range of tasks; they answer basic questions, sign materials in and out for patrons, refer students to the learning resources that meet their needs, including basic library reference/research help, and provide technical assistance with library computers, printers, scanners and photocopiers. Student Assistants may also offer workshops throughout the year, on topics such as Excel and Power Point applications. Shifts range from 2.5 to 4 hours in length with desk coverage varying from 8:00 AM to 11:00 PM at some locations, most days of the week. Successful applicants should be prepared to work at any of the Library locations (Stauffer, Douglas, Education, Law, or Health Sciences). The hourly rate of pay is $12.00 which includes 4% vacation pay. If you wish to be considered for possible employment, complete and submit the application located at: http://library.queensu.ca/about/jobs/student/stauffer.

Submission Deadline: Thursday, April 21st at 4:00 pm.

Review of applications will begin immediately and successful applicants will be contacted by email to confirm the receipt of a Work Study Bursary and to schedule an interview. Preference will be given to those receiving full bursaries. Applicants *must* be available to train during all of Orientation Week in September.

Qualifications

The applicant should be comfortable working with the public and have a strong commitment to customer service in a team environment. They must be able to work independently with attention to detail and have excellent communication, interpersonal and presentation skills. Basic information and computer/technological skills are an asset. Applicants should be able to perform light – medium physical work which may require bending and squatting, pushing book carts, as well as repetitive motion involving the hand and arm.

The Student Assistants have a broad knowledge of all services and resources offered in the Learning Commons in Stauffer Library (Research Help, ITServices, Learning Strategies, the Writing Centre and the Adaptive Technology Centre).They have a good understanding of the computers and software available, and they know how to use and support the major resources in the libraries.

Responsibilities

- Offer assistance to users and provide a welcoming, informative and learning environment, at the information desks and throughout the libraries. This may include giving library tours.
- Assist students with the use of computers, printers, scanners and software in the libraries.
- Assist students with library orientation, navigating the Library's website and using major electronic library resources and services. Refer patrons to the appropriate specialist for research support.

- Offer course-specific workshops in Excel and Power Point.
- Assist students with wireless access and other computer facilities. Refer them to self-service help on the IT Support Centre website and to the ITServices Help Desk as appropriate.
- Provide information about Queen's Learning Commons Partners: Student Academic Success Services (Writing Centre, Learning Strategies) and the Adaptive Technology Centre), as well as ITServices. Refer students to them as appropriate.
- Be familiar with campus resources, academic programs and services. Refer accordingly.
- Attend mandatory team meetings, participate in training (online and in person) and contribute ideas for the further development of Library services and programs.
- Attend to other tasks as assigned by supervisors

Qualifications

- Must be eligible for the Work Study Bursary
- Must be a Queen's student
- Excellent communication, interpersonal, and presentation skills
- Strong commitment to service (customer service skills)
- Experience as a student using library resources and services
- Knowledge of Queen's and Kingston Community
- Ability to work effectively in a team environment