



Position Title: Reference Desk Student Assistant

Reports to*: _____

Length of Employment: Academic year

*The student is supervised by the Reference & Instruction librarian on duty.

Position Description

The Student Assistant will provide basic reference assistance to students, faculty, and the public during evening hours at the Andersen Library, maintaining a professional, productive, and pleasant manner with all patrons and staff members. Andersen Library participates in the LEAP (Liberal Education and America's Promise) initiative at UW-Whitewater, and strives to fulfill four Essential Learning Outcomes for student employees (Knowledge of Human Cultures and the Physical and Natural World, Intellectual and Practical Skills, Personal and Social Responsibility, and Integrative and Applied Learning).

Qualifications

- Must be a current UW-Whitewater student to qualify for employment
- Work Study preferred
- Able to commit to working 1-3 evenings, Sunday-Wednesday, throughout the semester
- Knowledge and experience with library resources and databases very helpful

Hours

There are two positions, each covering 1-3 evenings, Sunday-Wednesday, throughout the semester. The shift will be 7-10 p.m. during training, and 8-11 p.m. once trained (with the Reference & Instruction librarian leaving at 9 p.m.).

Duties and Responsibilities

- Provide informational, directional, and basic reference service at the Reference Desk, both in person and over the telephone, during scheduled shifts.
- Assist patrons searching library catalogs, databases, and the Internet.
- Assist patrons with basic troubleshooting of equipment (e.g., printers, scanners, and computers) and with basic software questions as able (e.g., Microsoft Office programs).
- Refer patrons to librarians for more in-depth research assistance, to other appropriate staff members for assistance related to other Library departments, or to other campus entities as appropriate, e.g., contact the Help Desk or General Access lab attendant if a student needs assistance that cannot be provided with hardware or software.
- Maintain statistics of transactions and communicate with librarians or other Library staff about needed follow-up with patrons.
- Close the Reference Desk in accordance with established procedures.
- Respect patron privacy.
- Maintain a harmonious and productive working relationship with faculty and staff in Andersen Library and provide courteous service to all users of the resources and facilities of Andersen Library.
- Participate in following applicable safety rules and regulations including necessary training and drills.
- Work on projects as directed by the supervisor.

Preferred Skills and Abilities (based on LEAP's Essential Learning Outcomes)

- **Knowledge of Human Cultures and the Physical World**
 - Be comfortable with other cultures and ideas while working with diverse patrons and coworkers
- **Intellectual and Practical Skills**
 - Excellent interpersonal and customer service skills, including written and oral communication
 - Attention to detail and accuracy
 - Ability to use different technologies, office software and a library automation system
 - Use critical thinking, creative thinking, information literacy, and problem-solving skills to discern if patron questions can be answered or need to be referred, to identify appropriate resources and searches, and to both model and clearly explain to patrons how they can use Library resources to meet their information needs

- **Personal and Social Responsibility**
 - Willingness and ability to work an established schedule and abide by a strict absenteeism policy
 - Show initiative, perform work efficiently, and be dependable, reliable, and responsible whether supervised or unsupervised during work shifts
 - Ability to follow directions, accept correction and work independently
 - Have a positive attitude towards work tasks, supervisors, co-workers, and patrons
 - Follow dress code, etiquette and confidentiality policies
- **Integrative and Applied Learning**
 - Ability to problem solve individually and working with others
 - Adaptability to new situations, people, tasks and skills