

Information Desk Associate (Part-Time)

Department: LITS: WHSC Library, Robert W. Woodruff Library

Salary: Commensurate with qualifications and experience

Position Availability: Immediately (Part-time position; 20 hours per week)

Job Description

Reporting to the Head of Information Services, the Information Desk Associate provides basic reference assistance at the library information desk or service point. The Information Desk Associate uses specialized knowledge to respond to requests about the library's print and electronic resources, direct users to appropriate subject databases and provide basic instruction in their use. Assists in identifying or verifying citations and assists users with bibliographic management software. Performs circulation transactions and registration of users. Assists with computer workstations and troubleshoots and reports hardware or software problems. Monitors the physical environment and may manage library safety procedures. Compiles statistics for all transactions. Interprets library policies and exercises judgment in resolving user problems. Performs related duties as assigned.

Library Required Qualifications

These qualifications are required by the library in addition to the minimum required qualifications of the University listed above.

- Ability to maintain a regular work schedule including evenings and weekends, with some flexibility in rescheduling hours to meet library demands; on time attendance is essential.
- Good interpersonal skills; ability to communicate effectively (verbal and written) and to work cooperatively with other staff; ability to give accurate, precise directions.
- Excellent time management skills and demonstrated ability to meet deadlines and follow through on tasks with minimal direction.
- Demonstrated proficiency with personal computers and software; working knowledge of standard computer office applications such as Microsoft Outlook, Word and Excel.
- Good understanding of bibliographic information.
- Commitment to fostering a diverse educational environment and workplace, and an ability to work effectively with a diverse faculty and student population.
- Capacity to thrive in a fast-paced, forward-thinking research institution and to respond effectively to changing needs and priorities.
- Ability to perform moderately heavy physical work; lift up to 20 pounds and push shelving cart
- Ability to stand, walk, climb, stoop, kneel, bend while reshelving or retrieving materials.

University Job Description

Performs a variety of complex library services and operations requiring a specialized knowledge. May process, verify and change bibliographic information online. Handles requests for borrowing and lending library materials. Performs bibliographic management activities such as searches, checking the series and name authority files, and reviewing cataloging records. Provides research assistance and answers complex research requests. Interprets library policies, handles specialized materials and instructs users in the use of internal and external information resources. Creates permanent machine-readable bibliographic and authority records. Sets-up, operates and maintains audio-visual and television equipment. Searches databases to determine the availability of materials, oversees receipt/check-in of materials, and organizes/prepares materials for binding. May hire, train, supervise and evaluate student or general staff. May monitor and direct workflow in assigned areas. Performs related responsibilities as required.

University Minimum Qualifications

A bachelor's degree in a related field. Two years related experience. May require computer skills, special skills or proficiency in a foreign language.

Application Procedures

Interested candidates should review the applications requirements and apply online at

<https://staff-emory.icims.com/jobs/69683/information-desk-associate-0%28part-time%29/job>

Review of applications will continue until position is successfully filled. Emory is an Equal Opportunity/Affirmative Action Employer that welcomes and encourages diversity and seeks applications and nominations from women and minorities.

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