

Job Title:

Law Library Student Assistant

Job Description:

Responsible for providing access to the Law Library by assisting patrons at the Circulation Desk, with library technology, and with various services related to stack maintenance in the Law Library under the general supervision of the Access Services Coordinator, primarily during times when no full-time staffing is on duty.

Special Skills Needed:

- Excellent problem-solving skills.
- Excellent customer service skills.
- Ability to follow and enforce library policies.
- Effective communication skills.
- Sound independent judgment.
- Ability to work with the library's integrated online library system.
- Ability to assist patrons with directional and other reference questions and to assist patrons with basic printing and library computer lab problems.
- Excellent work ethic.
- Ability to work without direct supervision.

Specific Duties May Include:

1. Opening and closing the library most days during the school year.
2. Retrieving Reserve collection materials for patrons.
3. Checking circulating materials in and out on the library's integrated online circulation system.
4. Answering directional and other reference questions of a general nature for library patrons and assisting them in searching the WebCatalog for reference sources.
5. Answering telephones, providing information about the library, directing calls, or taking messages for other library staff and administration.
6. Filing looseleaf releases.
7. Shelving new and returned library materials.
8. Maintaining stacks by performing shelf-reading, shifting of materials, and reshelving materials as needed.
9. Processing newspapers for the stack area of the library.
10. Assisting patrons using microfilm/microfiche scanners.
11. Assisting patrons with problems related to the library's printers & photocopiers, including instruction on use, clearing paper jams, and reporting problems to the MediaTech and the Access Services staff as necessary.
12. Providing patrons with help with minor software and hardware problems or connecting them to MediaTech for more complex issues.
13. During hours when no full-time staffing is on duty, evaluating and addressing problems within the library and reporting unresolved problems to the appropriate office on campus or library personnel at home (Security, Facilities, the Access Services Coordinator, Associate Law Librarian, or Director of the Law Library)

14. Such other duties as are assigned.

Academic Major Preferred (if any):

Law

Contact Name:

Erin Orsini

Access Services Coordinator

Law Library

Contact Phone Number:

254-4548

Contact E-mail Address:

eorsini@rwu.edu

Contact Department:

Law Library

Work Study Required