



**Position Title: Circulation Student Assistant**  
Reports to: Circulation Student Supervisor

### Position Description

The Circulation Student Assistant provides service at the Circulation Desk to patrons needing assistance. This position also performs additional duties including shelving, inventory, stacks maintenance and other assigned projects. Andersen Library participates in the LEAP initiative at UW-Whitewater (Liberal Education and America's Promise), 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  
Preference is given to students with Work Study awards for the current academic year  
Previous library or other customer service experience is helpful

### Hours

The Circulation Department is staffed during all hours that the Library is open. (Monday –Thursday 7:30am – 2:00am; Friday 7:30am – 6:00pm; Saturday 9:00am – 5:00pm; Sunday 11:00am – 2:00am) The Circulation Student Assistant's hours will be a set weekly schedule based on the students' semester class schedule and Circulation Department needs.

### Duties & Responsibilities

- Provide professional customer service to patrons of Andersen Library
- Answer basic informational, directional and technical questions
- Check out & check in books, media and equipment by following detailed procedures
- Assist with opening and closing procedures when scheduled
- Shelf materials accurately using various call number systems
- Perform inventory of all library materials to ensure correct order of books
- Pick up stray items, perform stack maintenance and keep library furniture neat and orderly at all times
- Perform patron headcounts hourly and maintain printer paper levels
- Complete miscellaneous projects as assigned by Circulation Staff members

### 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 by working with diverse clientele and employees
- **Intellectual and Practical Skills**
  - Excellent interpersonal and customer service skills, including written and oral communications
  - Attention to detail and accuracy with alpha/numeric sequences; ability to learn call number systems
  - Ability to use different technologies, office software and a library automation system
  - Use critical thinking skills to discern if patron questions can be answered or if they should be referred
  - Physical ability to stand, bend and lift books, move loaded book carts up to 50 pounds
- **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
  - Ability to follow directions, accept correction and work independently
  - Have a positive attitude towards work tasks; follow a dress code and etiquette policy
- **Integrative and Applied Learning**
  - Ability to problem solve individually and within a team setting
  - Adaptability to new situations, people, tasks and skills