CLERICAL POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Reserves and On-line Learning Support Staff, Level 5

DEPARTMENT: Quinn Library, Lincoln Center

RESPONSIBILITIES:

- Reports to Head of Access, Information and Collection Services & Operations.
- Provides courteous and efficient customer service to all library patrons regarding *all facets of library operations*.
- Coordinates with Distance Learning Liaison access and technical support for students and faculty engaged in all On-line learning initiatives.
- Administers ARES course management system – processing faculty assigned reading lists, and providing tech support for both students and faculty for On-site and On-line programs.
- Trains, mentors, assists, and encourages library student assistants to perform a variety of tasks and uphold high customer service standards. Responsible for planning training sessions, content development, and teaching new and returning student-workers.
- Helps supervise daily student-worker assignments and maintains “Assignment” Board.
- Provides general Circulation services; collecting or waiving fines; general information, etc.
- Accepts and processes all Intercampus and Interlibrary loan requests for students and faculty.
- Fulfills document delivery requests – prompt scanning and e-mailing of needed articles.
- Helps manage Manual Recall Processing upholding efficient sharing of the library collection among all patrons.
- Carries out all Reserve Desk duties maintaining up-to-date print collections.
- Provides patron assistance with KIC scanner operations, public printing, and general library catalog database searching.
- Contributes to curating library exhibits.
- Participates in professional development initiatives.
- Conducts opening/nightly closing duties as required, including being responsible for the cash register tally, turning off all Desk PCs, and opening up the overnight drop bin.
- Performs other tasks as assigned.

QUALIFICATIONS:

- High School Diploma Required. B.A. preferred with academic library experience.
- Must be self-motivated, highly detail oriented with the ability to prioritize tasks.
- Must possess excellent communication skills, both written and oral.
- Must be able to work well with others and coordinate shared tasks.
- Prior experience in library related customer service and technical support highly desirable.
- Must have a working knowledge of Microsoft Office applications, Library of Congress classification, ILL, SIRSI workflows, and online catalog and database searching.
- Must be prepared to take part in occasional meetings or assignments at RH or Westchester campus.
- Strong commitment to public service required.
- Must be capable of light lifting and shelving activities.
- Basic computer and writing skill testing required.
- Mandatory Competency Testing
- Demonstrated Writing Ability
SALARY: $1826.78 (Bi-weekly)

FLSA CATEGORY: NON-EXEMPT

HOURS: To be determined. Includes evening and weekend shifts.

START DATE: ASAP

SEND LETTER, RESUME TO: Nick Alongi
Head of Library Operations
nalongi@fordham.edu

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