CLERICAL POSITION ANNOUNCEMENT

TITLE OF POSITION/RANK: Access Services Support Staff & Online Learning Assistant (Level 5)

DEPARTMENT: Walsh Library, Rose Hill

RESPONSIBILITIES:
- Report to the Head of Access and Circulation
- Provide excellent patron assistance with all departmental services: standard desk inquiries, placing holds, fulfilling document delivery requests, creating/approving accounts and reservations for study rooms in Booked Scheduler; and, troubleshooting and demonstrating KIC scanner operations and Canon multi-function devices, as well as self-check unit and printing operations
- Encourage library student assistants to perform variety of general library operations in all areas, including but not limited to the Circulation & Reserves Desk, shelving and stack maintenance, Scan/Copy Room equipment, and fielding patron inquiries
- Distribute assignments to student assistants in multiple library departments, ensuring that Library and Student Employment guidelines are followed
- Contribute to outreach efforts for Fordham’s online learning population under the guidance of the Digital Learning Liaison at Lincoln Center and the Emerging Technologies Librarian at Rose Hill
- Assist with creating, demonstrating and promoting Library services specific to online learners using a variety of media platforms, tools, and services (WebEx, Skype, Zoom, Google Hangouts, etc.); and, prepare informational content (handouts, instructional videos, tutorials, etc.) for online learners, as needed
- Provide students and faculty with assistance in using Ares, the Library’s electronic reserves platform, including creating and modifying user accounts, course pages, and course documents; processing materials and scanning, uploading and/or manipulating PDFs; communicating with faculty on an ongoing basis; and providing copyright guidance when applicable
- Prepare daily and monthly statistics for departmental operations in accordance with the Library’s annual reporting needs
- Provide courteous and efficient customer service regarding all facets of library operations in person, via phone and/or email communications
- Conduct opening and/or closing duties when required
- Lend support to Library colleagues and other departments when applicable
- Execute regularly a variety of tasks in Sirsi Workflows, including modifying existing patron records; receiving payments for fines and privileges; editing book records; running reports; and processing intercampus loan requests between campuses
- Perform other duties as assigned

QUALIFICATIONS:
- High School Diploma Required, B.A. or B.S. preferred
- Prior academic library experience and knowledge of Library of Congress classification system preferred
- Experience and familiarity working with multimedia platforms helpful
- Must have strong interpersonal skills to work well with others and communicate professionally with colleagues and the University community
- Experience with online learning/distance education preferred
- Familiarity with Windows software & MS Office applications required; familiarity with automated library functions preferred; familiarity with social media platforms, outreach tools, and other web-based communication applications helpful
- Must be able to lift books and boxes of books, push heavy book carts, move shelves, and maintain balance on step stools
- Ability to coordinate activities and manage one’s time productively is essential
- Must be prepared to participate in meetings and/or assignments at the Lincoln Center (Manhattan) and/or Westchester campuses
- Mandatory Competency Testing
- Demonstrated Writing Ability

HOURS: Monday-Thursday, 11am-7pm; Friday, 10am-6pm (Varied hours for intersessions and summer)

SALARY: $1,826.78 Bi-weekly

FLSA CATEGORY: Non-Exempt

START DATE: ASAP

SEND LETTER, RESUME TO: John D’Angelo, Head of Access and Circulation jdangelo@fordham.edu

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