TITLE OF POSITION/RANK: Hourly Support Staff – 19 hours per week, part-time, non-benefited
DEPARTMENT: Quinn Library, Lincoln Center

RESPONSIBILITIES:
- Reports to Head of Access, Information and Collection Services & Operations.
- Opens & closes Library Services Desk on Saturdays.
- Responsible for providing courteous and efficient customer service to all library patrons regarding all facets of library operations in the evening and weekend.
- Capable of assisting and instructing patrons (one-on-one or group) on use of library catalog, databases, and various research tools.
- 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.
- Assists in AV when needed.
- Able to carry out all Reserve Desk duties which includes Ares course management procedures.
- Provides patron assistance with KIC scanner operations, public printing, and general library catalog database searching.
- Edits book records in SIRSI Workflows.
- Supervises stack maintenance tasks (i.e. shelf reading & audits) which includes coordinating weeding and shifting projects with other library staff.
- Oversees library student assistants performing a variety of tasks.
- Conducts opening or closing duties as required, including being responsible for the cash register tally, turning off all Desk PCs, and opening up the overnight drop bin.
- Functions as a liaison with the evening and weekend Library Security personnel, ensuring library regulations are followed.
- Other tasks as assigned.

QUALIFICATIONS:
- B.A. preferred with academic library experience.
- Must be capable of light lifting and shelving activities.
- 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 evaluation preferred.
- Must have a working knowledge of Microsoft Office applications, Library of Congress classification, OCLC, SIRSI workflows, and online catalog and database searching.
- Must be willing to work at RH or Westchester campus if necessary for special projects.
- Strong commitment to public service required.
- Mandatory competency test.

SALARY: Commensurate with experience

HOURS: Saturday: 9:00AM - 8:00PM (One hour lunch) Flexible and can change.
Two four and a half hour weekday evening shifts to be arranged.
(Hours vary during the summer and inter-session)

START DATE: ASAP

SEND LETTER, RESUME TO: Nick Alongi,
Head of Access, Information, Collection Services and Operations;
alongi@fordham.edu

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