

Miami University
Wertz Art and Architecture Library
Graduate Assistant Job Description

Position Concept:

This graduate assistantship is an opportunity to develop managerial skills, train as a supervisor, and learn to model a strong customer service mission in a client-centered environment. The graduate assistant serves as the manager of the library during hours that are not staffed by the librarian or classified personnel.

Qualifications:

The successful graduate assistant in the Wertz Art and Architecture library will meet all university requirements for the graduate school. He/she must have excellent public service skills, demonstrating the ability to communicate pleasantly and effectively in person and on the phone with patrons. The graduate assistant must be able to work cooperatively and as a team with other library staff, and must show the ability to supervise undergraduate student aides. The graduate assistant must be punctual and show good organizational and planning skills.

A background in art or architecture is preferred, as is current enrollment in an Art or Architecture program. Previous library and/or research experience is a plus.

Responsibilities:

- Work 10 scheduled work hours per week throughout the semester, including weekend and evening shifts.
- Work a 12-hour special schedule during finals week
- Attend regular staff meetings
- Execute opening and closing procedures
- Staff the circulation desk, a busy client-oriented service point
- Learn the functions of the online circulation system, including functions which require supervisor-level authorization
- Effectively supervise student assistants while working cooperatively with the full-time staff
- Provide reference help and research assistance to patrons as appropriate
- Ensure smooth operation of library services
- Explain and enforce library policies and procedures
- Provide guidance and training for student assistants as appropriate
- Evaluate student assistants' performance and report training issues and needs to the library staff
- Record statistics
- Complete special projects as required