

Miami University
King Library Information Desk
Graduate Assistant Position Description

Position Concept:

The Information Desk is the first public service point for clients of King Library where they ask from basic to more involved research questions. The primary objective of the graduate assistant position is to staff the Information Desk and deliver excellent client-centered service with solutions to their questions, which is so important to a successful library/research experience. This requires the maintenance of a strong knowledge base about the libraries collections, policies, and technology in a rapidly changing environment. This is a full assistantship requiring twenty hours of work per week.

Responsibilities:

- Maintain excellent customer service skills in order to deal with a diverse clientele under numerous situations.
- Flexible schedule which includes working evenings and Saturdays.
- Attend scheduled meetings and training sessions.
- Develop a thorough understanding of the following resources in order to assist clients from the Information Desk to locate library and research materials.
 - The libraries web site, research databases, and the catalog.
 - Library staff, services, locations, and university environment.
 - Basic technology such as using Macintosh and Windows computers, pay-for-print services, KIC machine, banner, and Blackboard.

Position qualifications:

The successful graduate assistant at the Information Desk will meet all university requirements for the graduate school. He/she will have demonstrated effective communication and interpersonal skills in individual and group settings; a strong commitment to public service; ability to learn quickly and to understand and evaluate computer problems; ability to multitask. The graduate assistant must be able to work cooperatively and as a team player with undergraduate student employees and other library staff. Previous library experience is a plus. The Information Desk graduate assistant position is a one-year contract that may be renewed contingent upon satisfactory performance, availability of funding, and continued enrollment in Miami University's Graduate School.