Borrowing: Circulation & Interlibrary Loan Assistant
Job Description

Job Title: Circulation & Interlibrary Loan Assistant

Job Classification: College Assistant (CA)

Job Description: Under supervision, performs miscellaneous clerical, administrative, research or other work related to the operation of a College or other unit where such work is required on a part-time basis or for a period of limited duration. In the Rosenthal Library, the Circulation & Interlibrary Loan (ILL) Assistant works as a member of the Borrowing group, in duties that overlap between the Circulation & ILL teams, which work closely together.

Responsibilities:
• In general, performs clerical and technical library work, while operating computers, software, and other electronic equipment:
  o Assists patrons in-person and via phone, chat, email
  o Performs data entry and updates into library systems
  o Sorts and shelves books and other materials
• In Circulation, takes shifts at the Borrowing desk to provide customer-service:
  o Responds to patron requests and inquiries
  o Charges out & discharges materials
  o Updates student accounts
• In ILL, assists the team with borrowing and lending workflow:
  o Uses both the Borrowing and ILL software systems
  o Reviews Circulation and ILL requests to properly identify resource items and troubleshoot duplicates
  o Fills ILL requests, and communicates with patrons and lending libraries via phone, email and other electronic methods
  o Helps locate resources for patrons, and retrieves materials
• Performs other assigned duties as needed

Minimum Qualifications:
• High School diploma
• Must demonstrate sufficient skills to perform the assigned duties

Preferred Qualifications:
• Associate’s or Bachelor’s degree, or entry level experience in libraries, higher education, or related learning environment
• Ability to work in library or academic systems, and web environments
• Customer-service experience with diverse clientele
• Strong written and verbal communication skills
• Good organizational ability and attention to detail
• Ability to work both independently and as a team member
• Proficient in Microsoft Office & Teams

Employment Terms:
• This is a part-time position for up to 20 hours per week, for a total of 1040 hours per fiscal year
• Evening/weekend hours may be required to ensure service operations
• This is an in-person position that requires working 100% on-site

Compensation Range:
• $17.00 to 19.00 per hour

How to Apply:
To express your interest, submit the following three items:
1. One-page cover letter
2. Resume
3. Names & Contact information of two professional references

Email the information to library@qc.cuny.edu with the subject line “Circ & ILL Assistant.” Review of applications will begin on July 29, 2024.