Information Services: Information Assistant
Job Description

Job Title: Information Assistant (IA)

Job Classification: College Assistant (CA)

Job Description: Under the supervision of the information services coordinator/supervisor at Rosenthal Library, the IA works with librarians and library staff to provide information services to in-person & online patrons.

Responsibilities:
- Answers basic patron questions using the CUNY OneSearch discovery system, and the Queens College Library (QCL) website. For example:
  - Identifies access for books, and for items on Reserves
  - Directs patrons to print stations
  - Refers patrons with research questions to research librarians, and more advanced research inquiries to a subject specialist librarian
- Answers college-related questions using the Queens College (QC) website. For example:
  - Uses the campus map for locating offices, classrooms, etc.
  - Navigates to CAMS and to the QC Hub
- Uses the SpringShare LibApps system
  - Refers online patron questions to librarians and library staff
  - Records transactions in detail (questions/answers) for statistics
- Performs other assigned duties as needed

Minimum Qualifications:
- High School diploma
- QC student registered for the current (Fall/Spring) semester
- 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
• Interest in gaining library/information experience

**Employment Terms:**
• This is a part-time position for a minimum of 4 hours per week to a maximum of 8 hours per week
• This is an in-person position that requires working 100% on-site
• For students who are registered for the current (Fall/Spring) semester, and available to begin at the start of the semester
• Available Monday & Wednesday mornings, Tuesday & Thursday mornings/afternoons for a maximum of 5 hours per day
• Part-time students must be fingerprinted to complete the hiring process
• Appointments are by semester and renewable subject to evaluation

**Compensation Range:**
• $15.61 to $18.00 per hour

**How to Apply:**
To express your interest, submit the following four items:
1. One-page cover letter, which includes your interest in the position and how it relates to your career goals
2. Resume
3. Schedule/availability for the current (Fall/Spring) semester
4. Names & Contact information of two professional references

Email this information to library@qc.cuny.edu with the subject line “Information Assistant.” Review of applications begins on **July 29, 2024.**