

JOB DESCRIPTION FOR CIRCULATION DESK STUDENT ASSISTANT POSITION IN THE E.J. PRATT LIBRARY

Upon receipt of your resume, only those candidates selected for interviews will be contacted. Interviews will take place remotely. As part of the Reader Services team at the E.J. Pratt Library, the Student Assistant is responsible for providing excellent customer service to library users at the Circulation Desk, helps to maintain the book stacks and other print collections in good order, and assists with other duties as assigned while supporting the information needs of students, staff, faculty and others at Victoria University in the University of Toronto.

Duties and Responsibilities:*Circulation Desk*

- Signing out library materials to registered borrowers
- Removing returned items from user accounts
- Accepting and recording fine and fee payments
- Providing accurate and timely answers to questions about user account details, basic online library catalogue inquiries, course reserve materials, and library hours, services, and policies, both in-person and over the phone as well as directing other questions to the appropriate department or staff person
- Opening and/or closing the library as part of a team
- Stacks Maintenance
- Shelving library materials in correct order and location
- Shelf-reading book stacks to maintain accuracy
- Picking up and re-shelving library materials used within the building
- Recording usage statistics
- Assisting with periodic inventory of book and print collections
- Shifting of library materials and other projects as assigned
- Other duties as assigned

Qualifications:

- Must be a registered University of Toronto student currently enrolled in at least one course.
- Must be legally eligible to work in Canada and have a valid SIN card number.
- Dependable and reliable with a sense of responsibility.
- Works well independently as well as in a team-based environment.
- Excellent customer service and communication skills.
- Proven ability to work with accuracy and strong attention to detail while following instructions with care.
- Willingness to learn new skills and able to work effectively under pressure.
- Previous library experience is an asset but is not required.

Additional Information:

- The Student Assistant will be required to work a variety of shifts that may include evenings and weekends during library operational hours.
- The Student Assistant must also successfully complete required training and adhere to all Health & Safety policies, directives and guidelines as determined by Victoria University. Health & Safety mandates may be updated at the University's discretion during the term of employment to include provincial health measures related to COVID-19 disease and vaccination status.