

JOB DESCRIPTION FOR DAYTIME 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 either in person, or remotely. We currently plan to conduct interviews throughout April and begin training in May, in preparation for regular **daytime shifts from September 2024 to April 2025**. Hiring decisions may be based on availability. We are only hiring University of Toronto **undergraduate** students, going into 2nd year or higher.

As part of the Reader Services team at the E.J. Pratt Library, the Student Assistant provides excellent customer service to library users at the Circulation Desk, helps to maintain and keep in good order the book stacks/shelves and other print collections, and assists with other duties as assigned, while supporting the information needs of students, staff, faculty and community members at Victoria University in the University of Toronto. We can offer approximately 8-12 hours/week.

Duties and Responsibilities:

Circulation Desk

- Signs out library materials to registered borrowers
- Removes returned items from user accounts
- Accepts and records fine and fee payments
- Provides 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
- Opens and/or closes the library as part of a student-staff team

Stacks Maintenance

- Shelves library materials in correct call number order and by location
- Shelf-reads book stacks to maintain accuracy
- Picks up and re-shelves library materials used within the building
- Records usage statistics
- Assists with inventory of book and print collections
- Shifts 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 and initiative
- Works well independently as well as in a team-based environment
- Excellent customer service and communication skills

- Proven ability to work with accuracy and attention to detail while following instructions carefully
- Strong ability to learn new skills and work effectively under pressure
- Previous library experience is an asset but is not required
- Ability to respond effectively in front line emergencies or conflicts
- Behaves in a professional manner
- Must demonstrate excellent attendance record

Additional Information:

- The Student Assistant must 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

Application Process:

- Please submit a cover letter and resume, and if you wish, two references, in a single pdf.
Email to: access.monitor@vicu.utoronto.ca
- Please include your last name and "Daytime Circulation Desk Student Assistant" in the Subject line
- Deadline to apply is midnight on **April 19th, 2024**. Applications will be reviewed as they come in