

**Library Assistant**  
**(for Access, Research, and Instruction Support)**  
**Duke Kunshan University**  
**Job Description**

**Position Overview:**

The Library Assistant performs diverse tasks focusing on research and instruction support as well as access services at the DKU Library.

**Reports to:**

Research and Instruction Librarian

**Essential Duties:**

- Learning the circulation system to successfully check materials in and out of the collection.
- Searching for materials using the online catalog and Summon discovery system so as to adequately answer simple reference questions.
- Processes search requests for items not located in the stacks. Organizes subsequent searches for items and notifies patrons concerning the status of requested items.
- Insures proper access to all materials: shifts, shelves and shelf-reads as needed.
- Processing recall, hold, and interlibrary loan requests; notifies patrons of item availability, routes items to requesting locations, and follows up on unreturned recall items.
- Generating monthly circulation and instruction reports.
- Troubleshooting access issues with electronic resources and proxy services, and refers technical problems to the appropriate IT staff.
- Assisting librarians in research and instruction support to prepare and coordinate course/workshop related activities.
- In conjunction with librarians and other staff, works on the Service Desk and provides a high level of service to students, faculty, and staff seeking assistance with a variety of information resources in print and electronic formats.
- Identifies and resolves common problems related to operational technology, such as printers, copiers, scanners and faxes.
- Helping troubleshoot public computers and assist with opening and closing procedures.

- Instructs patrons in the use of general library tools such as the library online catalog, OCLC/WorldCat, library research databases and the library website when on service desk.
- Training and supervising student assistants on research/instruction support and access services.
- Some evening and weekend hours may be required.
- Other tasks as assigned.
- Job duties will continue to expand in scope and depth as the University Library grows in size and complexity in its programs.

**Qualifications:**

- At least possessing an undergraduate degree, majoring in Library and Information Science is preferred.
- Demonstrating good interpersonal, oral and written communication skills.
- Demonstrating proficiency in reading, writing and speaking both English and Chinese.
- Demonstrates proficiency in using computer based technology and ability to adapt to new technologies.
- Ability to effectively organize and prioritize daily work.
- Ability to work independently and as a member of a team.
- Demonstrates commitment to providing outstanding customer services.

Please be kindly advised that priority will be given to applications received by September 1, 2019 and applications will continue to be reviewed until the position is filled.