

Library Assistant for Research/Instruction Support and Access Services

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 Aleph 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 patrons 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 duties as assigned;
- University employees' job responsibilities will continue to expand in scope and depth as the University grows in size and complexity in its programs.

Required 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.