

## Information Commons Graduate Assistant Hesburgh Libraries

### Job Title

Information Commons Graduate Assistant

### Description of Position

This position provides library research support in the Hesburgh Library. As an information and technology specialist, this position assists students, faculty and staff with basic information / research needs and also provides basic technology support, referring individuals as need to subject librarians or the OIT Help Desk staff when more in-depth assistance is needed.

As the first line of approach, the graduate assistant will be responsible for providing reference assistance, in-person, by email and chat, and over the telephone for Notre Dame students, faculty and staff, as well as from community library users; for facilitating the use of library resources, including Internet sources, the online catalog, databases, and reference materials; and for assisting users with current and emerging technologies to support their academic endeavors. Through this work, graduate assistants will also enhance their own research and computer skills.

Specific duties include:

1. Provide basic research assistance, referring users to reference librarians or subject specialists when appropriate.
2. Provide general information about the University of Notre Dame and the Library in person, via telephone, and through chat making referrals when appropriate.
3. Assure that library rules and policies are followed, and to notify library security of any questionable activity.
4. Track all questions and answers via a statistical tracking application called Desk Tracker.
5. Attend mandatory team training sessions in person and online.
6. Assist students and faculty with the use of computers, printers, scanners and software in the library.
7. Assist librarians with research-related and book projects as needed.

### Qualifications

- Current Notre Dame graduate student
- Understanding of, and commitment to, excellent customer service
- A proactive service attitude and enthusiasm for helping others
- Willingness to learn reference and computer skills and to help others learn these skills
- Strong communication and interpersonal skills; ability to clearly communicate technical information
- Responsible, reliable, and dependable
- Interest in computer technologies and in library resources
- Familiarity with searching online library catalogs and databases, especially by keyword, author, and title
- Understanding of bibliographic citations, especially in an online environment
- Experience with the research process and writing papers
- Familiarity with both Windows and Macintosh operating systems

- Ability to assist students in the basic use of productivity software *such as* Microsoft Office (Word, Excel, etc.) and Adobe Suite (Photoshop, Reader, etc.) and web browsers
- Ability to work independently and manage time effectively
- Commitment to working assigned shift(s) and for arranging his/her own substitute when needed

**Number of Positions Available**

4

**Number of Hours per week**

12

**Schedule**

The Information Desk is open 81 hours per week when classes are in session. Many shifts are available to fit your schedule:

Monday- Thursday: 9 AM-12 Noon; 12-3 PM; 3 PM-6 PM; 6 PM-9 PM; 9 PM-Midnight  
 Friday: 9 AM-12 Noon; 12-3 PM; 3 PM-6 PM  
 Sunday: 12 Noon -6 PM; 6 PM- Midnight

**Training**

We will train students the week before the fall semester starts and throughout the academic year. A high level of professionalism is expected, with knowledge and expertise growing as the student progresses in the position.

**Hourly Rate**

\$10 per hour

**Comments**

Continuing employment is contingent on the ability to provide effective assistance to users and on the library's needs. After an initial training period, students will work alone during the evening hours and on weekends. Graduate assistants are responsible for working their assigned shifts or finding appropriate substitutes when needed.

***To apply, please email a cover letter and resume, along with the name, address, and telephone number for 3 references to:***

Helen Cawley  
 121 B Hesburgh Libraries

**Phone**

1-574-631-4039

**Email:**

hcawley@nd.edu