

Library Student Peer Coordinator Job Description

Department: Library

Section: Circulation

Student Job Title: Student Peer Coordinator

Salary: \$9.00 per hour

Hours per week: 12-14, but can be as many as 15-20 during busy periods such as the first few weeks of the academic year or exam week.

Financial Aid Eligibility: Must be eligible for work study through financial aid AND an increased financial aid award. The library will contact financial aid to confirm your eligibility when you apply for the position.

Duties and Responsibilities:

Student Peer Coordinators (SPCs) are responsible for opening, operating, and closing the library, and for managing weekend and evening student employees. As Student Peer Coordinators, they provide training, peer leadership, and supervision of library student assistants.

SPCs serve as a liaison between student employees and the access services staff (Circulation Coordinator and ILL Coordinator), reporting any incidents that occur relating to public safety or employee concerns. They also assist circulation staff with ongoing projects. A strong emphasis is placed on: leadership, serving as a role model and mentor, creative problem solving, team work, and training and monitoring a small group of student employees during the week. SPCs are also asked to become proactive representatives of the library on campus.

A successful SPC must relate well to others, have good oral and written communication skills, manage time and tasks effectively, be dependable, responsible, and in good academic and financial standing with Hollins University. SPCs should also be willing to learn and continue to develop skills in the areas of decision-making, mentoring and management.

Required:

- Thorough knowledge of library services (will train for applicants who have not worked in the library before)
- Thorough knowledge of library policies and procedures (will train for applicants who have not worked in the library before)
- Good academic and financial standing with Hollins University
- The ability to work 12 or more hours per week, morning (opening), evening (closing), and weekend shifts required
- Ability to work as a team or independently
- Excellent customer service and communication skills
- Interest in serving as a role model
- Attention to detail
- Ability to react to events creatively, decisively, effectively, with little prior thought or planning
- Proactivity
- Punctuality

Expectations:

- Exhibit leadership qualities, become a role model and mentor
- Assist circulation staff in training, mentoring, and monitoring student employees
- Provide excellent customer service and encourage people working at the Check Out Desk to provide excellent customer service
- Keep up-to-date on new library services, policies, and procedures

- Ability to successfully interpret and enforce library policies and procedures with peer student employees and all patrons
- Maintain a flexible schedule to aid the circulation department as needed
- Communicate with other peer coordinators to ensure the facility is always staffed during the weeknights and weekend
- Have thorough knowledge of weeknight and weekend safety procedures
- Attend monthly SPC meetings
- Work during January (Short) Term (preferred, but not required)

Duties include:

First 2-6 weeks:

- **Mandatory SPC training prior to start of the fall semester.**
- **Mandatory first year training:** Each SPC will also work at least two or three extra shifts a week training new first year students.
- **Shelving:** Each SPC will be required to check the new student employee shelving strips. For each incorrect shelving strip, the student will be informed of:
 - The Call Number of the item that was shelved
 - Between which Call Numbers the item was found
 - What the student should pay attention to next time she is shelving.

All the time:

- **Student management:** Monitor pre-shelving carts for need of greenshelving and shelving. Take note of who is running late or are no-shows by submitted the online form. Gauge if student workers are taking their job seriously, especially when users actively or passively need assistance or information to further their goals. Re-train or remind student workers of job duties and expectations as necessary.
- **Be the shift manager-in-charge during openings, closings, late evenings, and weekends.**
- **Hold Shelf:** Once a week the hold shelf needs to be cleared of all holds which were not collected by the patron.
 - Make certain that there are no Faculty or Staff holds on the Hold shelf, they are to be put in the FLEX box.
- **Annex/Music crates:** The SPCs are in charge of making sure the books get delivered to the correct place and shelved properly. Make sure the Music books are not **In Transit** when they are sent to the Music Library. These boxes should be transported and shelved weekly.
- **Computer & printer maintenance:** All computers and printers should be running well. If something happens, make sure to report it to Karen so she can report it to IT. Circulation and Reserves computers should have virus scans run on them regularly.
- **Missing searches:** Are to be checked for completion and accuracy.