QUEENS

COLLEGE

LIBRARY

Information Services: Information Assistant
Job Description

Job Title: Information Assistant (IA)

Job Classification: College Assistant (CA)

Job Description: Under the supervision of the information services coordinator/supervisor at Rosenthal Library, the IA works with librarians and library staff to provide information services to in-person & online patrons.

Responsibilities:
- Answers basic patron questions using the CUNY OneSearch discovery system, and the Queens College Library (QCL) website. For example:
    o Identifies access for books, and for items on Reserves
    o Directs patrons to print stations
    o Refers patrons with research questions to research librarians, and more advanced research inquiries to a subject specialist librarian
- Answers college-related questions using the Queens College (QC) website. For example:
    o Uses the campus map for locating offices, classrooms, etc.
    o Navigates to CAMS and to the QC Hub
- Uses the SpringShare LibApps system
    o Refers online patron questions to librarians and library staff
    o Records transactions in detail (questions/answers) for statistics
- Performs other assigned duties as needed

Minimum Qualifications:
- High School diploma
- QC student registered for the current (Spring) semester
- Must demonstrate sufficient skills to perform the assigned duties

Preferred Qualifications:
- Associate's or Bachelor's degree, or entry level experience in libraries, higher education, or related learning environment
- Ability to work in library or academic systems, and web environments

- Customer-service experience with diverse clientele
- Strong written and verbal communication skills
- Good organizational ability and attention to detail
- Ability to work both independently and as a team member
- Proficient in Microsoft Office & Teams
- Interest in gaining library/information experience

Employment Terms:
- This is a part-time position for a minimum of 4 hours per week to a maximum of 8 hours per week
- This is an in-person position that requires working 100% on-site
- For students who are registered for the current (Spring) semester, and available to begin at the start of the semester
- Available Monday, Wednesday, and Thursday afternoons/evenings, Tuesday mornings/afternoons for a maximum of 5 hours per day
- Part-time students must be fingerprinted to complete the hiring process
- Appointments are by semester and renewable subject to evaluation

Compensation Range:
- $15.61 to $18.00 per hour

How to Apply:
To express your interest, submit the following four items:
1. One-page cover letter, which includes your interest in the position and how it relates to your career goals
2. Resume
3. Schedule/availability for the current (Spring) semester
4. Names & Contact information of three professional references

Email this information to library@qc.cuny.edu with the subject line "Information Assistant." Review of applications begins on February 25, 2025.

Dated: 7/10/24 (JTM)
Queens College, CUNY, 65-30 Kissena Blvd., Queens, NY 11367 | 718-997-3700