JOB DESCRIPTION

Student Lab Aides (SLA) will answer computer hardware and software questions and help solve computing problems of students, faculty, staff, and community residents. The SLA position requires good computing, communication, and service skills. You must have the ability to listen attentively, express ideas clearly, and converse with strangers. Most importantly, you must be patient and empathetic to others’ issues and concerns.

The SLA position requires day-to-day upkeep of the computing and media facilities within the libraries. This includes, but is not limited to, loading printers with paper and toner, fixing minor problems with computer/media hardware and software, maintaining facility cleanliness, and performing duties associated with the opening and closing of the library.

The primary use of the library computers is school work. If at any time there is someone waiting to use a computer, SLAs are required to ask anyone using the lab for non-academic reasons (e.g., personal email, games, etc.) to allow others to work on that machine.

SLAs may also be asked to assist the library staff members with various tasks that may include shifting, reshelving, and any other library tasks deemed necessary.

Specific Responsibilities

Technical Assistance

This is your major area of responsibility and includes the following:

♦ Help people with any problems or questions they have with the computers and printers in the Electronic Reference Center (ERC) on the main floor and in the Computer Lab on the lower level. Check the downstairs lab on an hourly basis.
♦ Make sure all computers and printers and working the way they are supposed to and keep printers stocked with paper at all times. Check printers for paper at the end of your shift before you leave.
♦ Turn on all computers in both areas first thing in the morning. Turn off all computers in both areas at closing.
♦ Help Instruction Librarians with classroom setup.
♦ Keep statistics in the log book on the desk.
♦ Note hardware and software problems and how they were resolved (or not) in notebook.
Equipment (Photocopiers, Microform Reader/Printers, A/V Equipment)

You will provide backup service for the Circulation Students, whose primary area of responsibility this is:

♦ Help people use the photocopiers and microform equipment (including adding paper and toner), and A/V equipment.

Laptop Computers

You will be responsible for maintaining and handing out the laptop computers kept near the Technical Help Desk. You will coordinate this service with the Circulation staff.

Non-technical Assistance

Because your desk is located in the Reference Area, you will be asked many non-technical types of questions, especially if the Reference Librarian is busy or not on duty. Aside from the following types of questions, all reference questions must be referred to a Reference Librarian:

♦ Finding specific items by call number (except for special collections)
♦ Finding specific periodical titles
♦ How to use the Serial Holdings List and how to search for periodicals in GLOCAT
♦ How to do a basic search in GLOCAT
♦ How to find fiction
♦ Finding general dictionaries, thesauri, almanacs, encyclopedias, etc.
♦ How to find style manuals in print and online
♦ Give a basic intro to our website
♦ How to use services such as “Ask a Librarian” and how to use ILL print and online forms

NOTE: Under no circumstances should you let patrons into any of the special collections. NO EXCEPTIONS!

Support

Your first priority while on duty is to support the people who need assistance. When people approach you, you are to ask them how you can help them. Our primary goal is to help, advise, and provide support to every person who calls or visits the library computing and media facilities.

Make sure to teach people as you help solve their problems. Always give explanations of the steps you are taking. People should end up with an
understanding of what went wrong and a better idea of how to solve future problems themselves.

If you have absolutely no idea how to solve a problem, do not just say “I don’t know.” There are several resources available to you, including the CIT HelpDesk (ext. 5588), manuals and on-line help. If you cannot find the information you need, ask Lindsay Klik, Technical Support Professional (ext. 5584).

**Attitude**

A good attitude is a reflection of your commitment to the job. This should be a priority. Make a sincere effort to follow through with your responsibilities and genuinely care about what you are doing. You are to provide a service and to conduct yourself in a professional manner at all times while on duty. Be **positive, friendly and approachable!**

**BE PROACTIVE!** Don’t just wait for people to come to you with questions. Walk around and see if anyone looks like they’re having trouble.

**Emergencies**

In case of an emergency notify the Circulation Desk staff before calling University Police. It is essential that someone at the Circulation Desk be aware of what is going on since U.P., upon arrival, will interact with them first.

**Commitment**

Remember that this is your job. Be visible and available. Let users know that their problem is a priority and it will be resolved. Be punctual and accurate. Efficiency is a good measure of commitment.

**Starting a Shift**

Please **be on time** for your shift. It is important to be prompt so that others can get to their classes or other obligations. When you start your shift you should do the following:

a) Fill in your time sheet  
b) Wear your name tag  
c) Put on your pager  
d) Check the lab areas and make sure they are neat and orderly  
e) Check printers, paper trays, and toner; replace and fill as needed  
f) Clean up printer areas and file printouts in appropriate places  
g) Straighten up the desk
At times you will be asked to perform tasks beyond consulting. If you do not complete a task, you are to let Lindsay know so we can have someone else finish the job.

**Broken Equipment**

If you encounter a machine that is not working properly, follow these steps:

1) Try to solve the problem without further damaging the equipment. If you cannot solve the problem, narrow down the cause of the malfunction as specifically as possible
2) Put a “Broken Equipment” sign on the machine, noting the problem
3) Notify Lindsay of the problem and the steps that you took to try and fix it

**Appearance**

As a Student Lab Aide you are a highly visible representative of Milne Library. Although there is no strict dress code, you should look presentable. Do not wear ripped jeans, cutoffs, or sweatpants to work. T-shirts should be in good taste and not offend anyone that may enter the library.

**Working**

Once working hours are assigned and agreed upon by you, it is expected that you report to work on time for each shift and not leave until your shift is completed.

If you are ill and cannot make your shift, you need to contact Lindsay (ext. 5584) as soon as possible so that a replacement can be found. If Lindsay is unavailable, please contact Sonja Landes (ext. 5537).

If you are unable to make a shift for a reason other than illness, you should try to find another SLA replacement. If you have made an effort to find a replacement but have been unsuccessful, you must contact Lindsay prior to the beginning of your shift.

If there is no work to be done, and you have checked with Lindsay, schoolwork is allowed during your shift. However, **you must remain approachable** at all times. **PLEASE DO NOT USE EARPHONES.**

Do not leave any personal files on the Instructor’s desk in the Computer Lab. This computer is used by both faculty and staff and must remain presentable. Do not install any programs onto the Instructor’s computer without first consulting with Lindsay. Also, do not, under any circumstances, install any beta operating systems or any other program that resembles or alters the operating system (e.g., Internet Explorer 4.0) onto any of the computers in the lab.
Socializing

While you are working, your friends are welcome to stop by and say hello. However, they should not stay and socialize for long. Scheduling group project meetings or homework sessions with peers is not permitted while you are on duty. Friends or non-employees will not use either the Technical Help Desk computer or the Computer Lab Instructor’s computer unless you are helping them with a problem.

Referring Questions to Other Staff

As a library staff member, you will be asked many questions by people who do not understand how specialized your job is. Your area of expertise is computer hardware and software, and you will be able to answer many questions in this area that other staff members cannot. However, there are many kinds of questions that you should NOT attempt to answer but should refer to another staff member.

In general, when a Reference Librarian is on duty, you should refer nearly all questions (other than technical computer questions) to the Reference Librarian. If the Reference Librarian is busy helping another person, tell people to wait for her/him. You should not answer the Reference phone; when a Reference Librarian is not available, the phone should not be picked up.

There are a few questions that should be referred to people other than reference librarians. Questions about circulation policies or overdues should be referred to the Circulation Department staff. Questions about the status of a specific interlibrary loan request should be referred to the Interlibrary Loan Department staff. But when in doubt, refer questions to the Reference Librarian. When you send people to someone else, be sure to refer to their title and not just their name. (For example, “You should talk to the Interlibrary Loan Manager, Mrs. Sleggs” rather than “Ask Mrs. Sleggs.”)

If the Reference Librarian is busy or not on duty, you should NOT attempt to answer the following types of questions:

♦ Database selection: (for example, “Where should I look to find articles on physics?”). If there is no Reference Librarian on duty, you can direct people to the Research Resources section of the College Libraries Website, but if you do, be sure to mention that they should ask a Reference Librarian for help at some point. If a Reference Librarian is on duty, refer the question to her/him.
♦ How a database or print source works.
♦ Search strategies: (for example, “I used ERIC but these articles aren’t quite on my topic,” or “How can I get more [or fewer] articles on this topic?”)
♦ Requests for specific information. (Note that even if librarians think they know the answer to a question, they look it up—they don’t answer it from personal knowledge.) This includes questions on how to find information on a specific topic using the Web.

♦ General questions about getting things through Interlibrary Loan. These should usually be referred to a Reference Librarian, while questions about the status of a specific ILL request should be referred to the Interlibrary Loan Department.

♦ Anything regarding special collections. The special collections include the Genesee Valley Historical Collection, the College Archives, the Wadsworth Collection, the Schmidt Collection, and the Special Collection with the X call numbers. You may not let anyone into any of the special collections rooms or retrieve any materials from any of the special collections. Materials in these collections are available for use only when a Reference Librarian is on duty. **NO EXCEPTIONS.**

**NOTE:** All questions about special permission to borrow non-circulating materials must be referred to the Reference Librarian.

Encourage people with the above types of questions to come back when a reference librarian is on duty (hours are posted at the Reference Desk), or to use the “Ask a Librarian” service on our Website.

There are some questions that you can refer to the Circulation Department student supervisor after the Reference Librarian and full-time Circulation Supervisor have left for the day. These include the following:

♦ Charging copying to academic departments
♦ Using the Serials Holdings List
♦ Locating (but not using) specific print index and abstract titles
♦ Doing basic GLOCAT searches
## Important Phone Numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Milne Library Circulation Desk</td>
<td>245-5594</td>
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<tr>
<td></td>
<td>(4208 from campus phones)</td>
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<tr>
<td>Milne Reference Desk</td>
<td>245-5595</td>
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<tr>
<td>Fraser Library</td>
<td>245-5334</td>
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<td>CIT HelpDesk</td>
<td>245-5588</td>
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<td>University Police</td>
<td>245-5651</td>
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<tr>
<td>(Notify Circ Desk and have Supervisor call U.P.)</td>
<td>245-5222 (emergencies)</td>
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<tr>
<td>Campus Information</td>
<td>245-5861</td>
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<tr>
<td>Lindsay Klik (Technical Support Professional)</td>
<td>245-5584</td>
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<tr>
<td>Sonja Landes (Reference Librarian)</td>
<td>245-5537</td>
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<tr>
<td>Ed Rivenburgh (Director of Libraries)</td>
<td>245-5591 (office)</td>
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<tr>
<td></td>
<td>243-9671 (home)</td>
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<tr>
<td></td>
<td>764-0693 (cell)</td>
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