Graduate Student Reference Assistant (Office Assistant B - 3 Positions)

Primary Purpose of Position
• To assist in the provision of library and information services and collections to support teaching, learning, research and outreach activities in the Humanities and Social Sciences Library.

Period of Employment:
• Through the Fall and Winter terms (September - April), working 10 hours per week including one weekend shift, on Sunday.

Hourly Rate: $15.30

Position description:
• Under the supervision of Liaison Librarians, the Graduate Student Reference Assistant will provide both personal service at the Reference Desk and virtual reference service (chat, email) to McGill students, faculty, and other users of the McGill Library.

Duties:
• Inform and assist clients at the Reference Desk in discovering, accessing and using the Library’s substantial information resources.
• Communicate with and assist remote clients through our Virtual Chat service (QP) and email, in discovering, accessing and using the Library’s information resources in all subject areas.
• Convey and demonstrate the service orientation and function of the Library in the performance of the aforementioned duties.

Qualifications & Requirements:
• Students currently enrolled in a graduate program at McGill University.
• Reference, public service or library experience would be an asset.
• Familiarity with the application of information technology in libraries and knowledge of McGill digital resources, including website, databases and catalogues.
• Competence with the Web and a comfort with new technologies.
• Reliability and flexibility in covering shifts.
• Effective communication skills within tactful and sympathetic social discourse.
• Fluency in the English and French languages and a working knowledge of written French.

To Apply:
• Candidates must submit a letter of interest, curriculum vitae, and the names and contact information of three referees to student-employment.library@mcgill.ca by September 7th.