POSITION DESCRIPTION

JOB TITLE: Library Intern – Library Access Services

SUPERVISOR: Head of Access Services

JOB SUMMARY: Twelve-month intern performs a variety of duties associated with the management of circulation, student employees, and reserves in support of Canaday Library Access Services. Internship-level position provides opportunities for exploratory work in other areas such as Reference, Special Collections, Inter-Library Loan, Web Integration, Cataloging and Computing.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Manages scheduling of circulation student hours
- Provides first and second-line support and supervision at the circulation desk including frequent, regular contact with library patrons
- Manages hiring and training of circulation student employees
- Works directly with information services colleagues to develop new student training, service desk, and customer service procedures and standards
- Manages requested materials for EZ Borrow (a statewide library consortium) and serves as contact
- May rotate through various public services departments in a learning/support role, as interest and department needs direct. May do special library projects in support of Library Public Services.
- Supports basic desktop computing technology both at Circulation desk and in Library public computing areas
- Assists with the processing of reserve materials
- Assists with patron fines and billing routines
- Performs other job-related duties as assigned or directed

SCOPE AND COMPLEXITY:

- Uses a wide range of procedures; refers only non-standard conditions to supervisor
- Work is subject to general review
- Internal contact involves routine and complicated issues which may involve tact and diplomacy
- Uses library technologies daily
- Usual library conditions; frequent exposure to deadlines; occasional lifting of up to 40 lbs
- Work follows normal routine, which may be supplemented or altered by the supervisor

SKILLS AND ABILITIES:

- Strong commitment to high-quality, professional customer service
- Dependability, flexibility and conscientiousness
- Judgment and flexibility in balancing policy questions, patron advocacy, and the overall mission of the Library
• Basic understanding of, and ability to learn quickly, library technologies including ILS, desktop computers, common software applications, networked printers.
• Excellent oral and written communication skills
• Ability to interact effectively with library colleagues and the general college community
• Demonstrated ability to handle multi-phase clerical and technical operations, and to discern relationships among different aspects of the job
• Ability to do careful, detailed work and to carry a task through to completion

MINIMUM EDUCATION AND EXPERIENCE:

Bachelor's degree from an accredited college or university; excellent interpersonal, verbal, and written communication skills. Comfort with basic information technology is essential. Desired: one year of relevant demonstrable work experience. Managerial/supervisory experience, masters-level coursework in library and information science preferred. Overall education, training and experience relevant to the position will be considered.

ADA REQUIREMENTS:

• Ability to receive and issue communications effectively
• Vision sufficient to see and interpret all job-related materials
• Sufficient mobility to perform essential aspects of the job
• Ability to be mobile between workstations and various campus buildings