

Summary:

- Reporting to the evening Technical Library Assistant, under the supervision of the Head of Access Services, this position performs a variety of paraprofessional, detailed library duties as established in Campbell Library's policies, rules, and standardized procedures. There are specified assignments; however, the essential duties are to staff the Public Services desk. This position participates in closing of the library building on each of the scheduled days.
- This position assists with stacks maintenance including shelving of library material, examining the collection for the condition of books, and shifting when necessary. Performance will be reviewed periodically to ensure compliance with procedures and standards.

Examples of Work:

- Charging and discharging library material; inspecting books, media for damage and repairing items as needed.
- Providing outstanding customer service.
- Upon patron request, locating books and publications, based on call number; accompanying the patron to the location when feasible.
- Answering patron inquiries about the physical location of library material, including an explanation of searching the online catalog, referring complex questions to the reference librarian on duty.
- Performing accurate shelving tasks utilizing the Library of Congress Classification System.
- Entering new patron information into the ALMA system, verifying name, address, and necessary personal information.
- Pushing book carts with library materials.
- Shifting books as needed to make room for new library materials.
- Recording usage statistics.
- Completing inventory of collection.

Work Hours (Please note that the currently listed shift and availability of same are subject to change to meet the operational needs of the department):

Sunday: 10:30 am -3:00 pm (4 hrs)

Monday: 7:00 am-3:00 pm (7.5 hrs)

Friday: 7:00 am-3:00 pm (7.5 hrs)

Saturday: 11:30 am-7:15 pm (7.25 hrs)

Sunday: 3:00 pm-12:15 am (8.75 hrs)

Monday: 3:00 pm-12:15 pm (8.75 hrs)

Thursday: 3:00 pm-12:15 am (8.75 hrs)

Qualifications:

- Excellent customer service skills.
- Excellent interpersonal communication skills.
- Ability to learn complex computer systems.
- Adaptability to a flexible work schedule.
- Previous library work experience preferred.

Required Qualifications

- Ability to apply customer service skills to engage with colleagues and the Rowan University community in a productive and positive manner.
- Strong commitment to creating an inclusive environment in a diverse community while providing outstanding service.
- Ability to manage projects, prioritize work, and meet deadlines independently and as part of a team.
- Ability to follow, implement and enforce a broad range of policies, procedures and local practices.
- Ability to complete detailed work accurately and complete projects on time.
- Adaptability to a flexible work schedule (extended hours for final exams/summer hours).
- Solid organizational skills and ability to provide great attention to detail.
- Ability to utilize computer programs, in particular the Microsoft Office Suite and/or Google Suite, to complete daily tasks.
- Ability to work efficiently with frequent interruptions.
- Must be committed to creating a community that fosters equity of experience and opportunity, and ensures that students, faculty, and staff of all backgrounds feel safe, welcome, and included.
- Must demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community.

Preferred Qualifications

- Experience working in an academic library.
- Experience processing library collections and/or maintaining library stacks.
- Knowledge of research methods and tools such as on-line databases, web-based resources, and other reference sources.
- Awareness of legal, ethical and practical issues affecting public services in an academic library.