



## Julien and Virginia Cornell Library

Library Services Assistants provide customer service support to the VLGS community, non-VLGS library users, and visitors. This includes providing circulation and other library services, responding to non-library questions and/or referring questions to other VLGS departments as necessary, and representing the Library and VLGS, especially during evenings and weekends.

The Acquisitions and Access Services Supervisor hires and oversees the Library Services Assistants. Additionally, Access Services department staff assist with training and supervising of students during their respective shifts.

### Examples of Work Performed

- \* Staff the Information Desk, including weekends and evenings.
- \* Record important information in "Library Log" and review at start of shift for follow-up and information sharing.
- \* Handle circulation transactions.
- \* Perform Headcounts, and Opening and Closing activities for the library.
- \* Receive, record, and identify "lost and found" items.
- \* Perform basic troubleshooting with printers, scanners and staplers; change toner; add paper and staples; and perform general cleanup of area.
- \* As needed and directed by Access Services department staff, search for missing library materials, perform stack shifts, participate in shelf reading, or other library-related tasks.

### Required Knowledge, Skills and Abilities

#### Ability to:

- \* Interact with and assist a diverse group of library users in a customer service environment.
- \* Identify issues and exercise good judgment, i.e., knowing when to contact supervisor(s) and /or record in Library Log for follow up and information sharing.
- \* Work closely with others in resolving issues, completing tasks, and filling shifts.
- \* Function well in ambiguous situations, emotionally charged circumstances and in times of emergency.
- \* Understand the basics of the circulation system, call number classification and library collection.
- \* Reliably show up for shifts or arrange for substitute.

Email Rhonda at [rmurphy@vermontlaw.edu](mailto:rmurphy@vermontlaw.edu) with any questions.