

Julien and Virginia Cornell Library

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

The Acquisitions and Access Services Supervisor hires and oversees the Library Services Assistants. Additionally, Access Services department staff supervise 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 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.
- * Perform headcounts, search for missing library materials, perform stack shifts, and participate in shelf reading and inventory of library collection, as needed.

Required Knowledge, Skills and Abilities

Ability to:

- * Understand goals and philosophy of the department and library.
- * Interact with and willingness to 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 and completing tasks.
- * Function well in ambiguous situations, emotionally charged circumstances and in times of emergency.
- * Understand the basics of circulation system, call number classification and library collection.
- * Meet deadlines.

Email Rhonda at rmurphy@vermontlaw.edu with any questions.