

**Public Services Associate, Part-Time
John Bulow Campbell Library
Position Description**

GENERAL DESCRIPTION: The Public Services Associate, under the direction of the Assistant Director of Public Services, is responsible for the functioning of the library on weeknights and weekends. With inclusive attention to serving the community in all learning modalities (in-person, online, and hybrid), the Public Services Associate will staff the circulation desk, provide basic reference and other educational services to library users, and oversee the work of student associates at night and on weekends. The Public Services Associate will cooperate with the rest of the library staff to ensure quality services to library users in ways consistent with library policies and procedures.

ESSENTIAL FUNCTIONS:

1. Work regularly scheduled part-time hours per week as directed by the Assistant Director of Public Services.
2. Provide front-of-house staffing at the circulation desk, performing circulation functions and demonstrating excellent customer service and communication skills in fielding patron questions and requests.
3. Monitor circulation desk email and phones, log and triage requests, and deliver (scan/copy) requests to patrons when appropriate.
4. Provide basic reference services to the seminary community and other patrons, including answering basic reference questions routed to the circulation desk email and phones.
5. Provide library instructions to library users as requested and answer questions routed to the circulation desk email.
6. Assist the Assistant Director of Public Services in creating and maintaining the Seminary course reserves for each academic term.
7. Oversee and supervise student staff on weeknights and weekends.
8. Assist with shelving, inventory, and other stacks maintenance tasks as needed.
9. Assist with the receipt and delivery of Interlibrary Loan materials.
10. Other duties as assigned by the Assistant Director of Public Services, the Director of Public Services, and the Senior Director of the Library.

MINIMUM REQUIREMENTS:

- Master's degree in religion/theology or related field OR Bachelor's degree and a minimum of three years relevant experience working in a library
- Customer service experience
- Available to work evenings and weekends
- Experience with automated integrated library systems is strongly preferred

KNOWLEDGE/SKILLS/ABILITIES:

- Reference services skills
- Ability to teach patrons to use the library, including searching techniques
- Experience with electronic databases and web pages
- Experience with MS Office
- Excellent interpersonal communication skills
- Accuracy and attention to detail
- Ability to supervise student workers

CLASSIFICATION:

- Part-time
- Non-exempt (17.5 hours per week)
- On-campus work only

PHYSICAL DEMANDS: Although physical limitations for this position can be accommodated, the job's physical demands can include but are not limited to intermittent sitting, standing, stooping, crouching, bending, crawling, walking, pushing, and lifting objects to 40 lbs. Work is performed in a library setting.

NORMAL WORK HOURS: The hours for Public Services Associate coverage (divided among two individuals) will typically be Monday through Thursday, 12:30 p.m.-7:00 p.m., and Sunday, 3:00 p.m.-7:00 p.m., when classes are in session. The schedule will be similar during the summer sessions. Some coverage for staff vacations is possible.

DISCLAIMER: The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not intended to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees for this job.

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