General Description: Provides quality customer service to assist faculty and students in the university community with their research inquiries and library-related needs. The student in this position also completes tasks to maintain the daily operations of a branch library, including cleaning, clerical duties, moving materials and sorting mail shipments.

Duties and Responsibilities:
1. Greets and assists patrons at a public service desk
2. Directs patrons to areas of the collection
3. Answers basic directional questions
4. Answers phone in a professional and courteous manner
5. Cleans library spaces
6. Shelves and shelf reads library materials according to the Library of Congress classification system
7. Processes KentLINK, OhioLINK and Interlibrary Loan requests
8. Clears unchecked materials from chairs and library tables for in-house use statistics
9. Pulls current serials from shelves
10. Unpacks and sorts shipments from the Main Library mailroom

Required Qualifications:
1. Pays close attention to detail
2. Ability to work cooperatively with others and independently
3. Conscientious about completing tasks
4. Ability to work under multiple supervisors
5. Follows instructions and remembers complex procedures
6. Computer literacy
7. Pleasant and professional manner
8. Punctual and responsible
9. Ability to lift up to 40 lbs

Preferred Qualifications:
1. Customer service experience
2. Currently working toward a degree or has a background in music, theatre or dance