Title: Performing Arts Library 3  
Pay Rate: Highly Specialized  

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 provides reference assistance under supervision and also has responsibilities supervising and training student staff. The student in this position is also responsible for all duties assigned to Performing Arts Library Student Employees 1 and 2.  

Duties and Responsibilities:  
1. Supervises and assists with training student staff in completion of assigned tasks  
2. Greets and assists patrons at public service desk  
3. Answers phone in a professional and courteous manner  
4. Accurately records statistics  
5. Checks out/in and renews library materials for patrons  
6. Opens and closes the library  
7. Directs patrons to areas of the collection  
8. Provides reference assistance to patrons under supervision of full-time staff  
9. Assists patrons in searching library catalogs  
10. Proficient in the Library of Congress classification system to accurately shelve and retrieve materials  
11. Processes KentLINK, OhioLINK and Interlibrary Loan requests and clears the holdshelf  
12. Cleans library spaces  
13. Pulls current serials from shelves to send to the bindery  
14. Clears unchecked materials from library spaces for in-house use statistics  
15. Unpacks and sorts shipments from the main library mail room  
16. Special projects as assigned  

Required Qualifications:  
1. Trustworthy and reliable  
2. Strong grasp of reference resources in performing arts disciplines and familiar with campus resources  
3. Proactive in completion of assignments and communicating with supervisors  
4. Pays close attention to detail, punctual and responsible  
5. Pleasant and professional manner  
6. Able to work under multiple supervisors, cooperatively with others and independently  
7. Able to work evenings, weekends, and intersessions  
8. Able to work 8-20 hours per week during the academic year  
9. Follows instructions, remembers complex procedures and conscientious about completing tasks  
10. Computer literate  
11. Able to lift up to 40 lbs  

Preferred Qualifications:  
1. Customer service experience  
2. Expected to work at least two consecutive semesters  
3. Undergraduate degree in music, theatre or dance  
4. Working toward a graduate degree in music, theatre, dance or MLIS