



Position: Library Office Assistant

Department: PVCC Library

Employment type: Part-time, 20 hours or less

Overview: As a member of the PVCC Library team, the Office Assistant performs superior customer service activities to support PVCC students and library patrons. The mission of the PVCC Library is to promote literacy and critical thinking while collaborating with faculty, staff and students. The Betty Sue Jessup Library aligns with the college's curriculum to provide quality resources comparable to four-year institutes.

Work Schedule:

Job Duties and Required Competencies:

Career & Self-Development

- **Skills:** Proactive approach to personal and professional learning; awareness of strengths and areas for development.
- **Tasks:**
 - Discuss goals with supervisor for your future career objectives throughout the work experience.
 - Articulate your strengths and weaknesses to pursue a career in field.
 - Seek out learning opportunities and complete research as needed.

Communication

- **Skills:** Strong written and verbal communication skills; ability to provide clear and effective instructions.
- **Tasks:**
 - Manage office traffic, in-person and by phone; Connect visitors to appropriate staff members.
 - Promptly communicate when guidance and assistance is needed.
 - Create promotional materials, such as signs, displays and blog posts.

- Monitor and report issues to the Access Services Librarian or Head Librarian.
- Process interlibrary loan lending requests, sending electronic and physical materials to other libraries.
- Refer patrons to appropriate college departments for inquiries and information unrelated to the library. i.e., IT, Cashier's Office, etc.

Critical Thinking

- **Skills:** Ability to analyze and interpret information to make decisions and resolve issues.
- **Tasks:**
 - Anticipate department and staff needs.
 - Manage competing priorities.
 - Track statistics on questions asked of library personnel.
 - Re-shelving books and materials to maintain stacks in good order and available to patrons.

Equity & Inclusion

- **Skills:** Inclusive and equitable engagement with diverse populations; advocacy for inclusion and equity.
- **Tasks:**
 - Work equitably with everyone. Be open to differing opinions and cultural norms from your own.

Leadership

- **Skills:** Creating an environment of working together as team.
- **Tasks:**
 - Maintain a professional attitude at all times when interacting with students and colleagues.

Professionalism

- **Skills:** Effective work habits; acting in the interest of the larger community and workplace.
- **Tasks:**
 - Demonstrate appropriate business conduct at all times.
 - Complete projects assigned by the supervisor in a timely manner.

- Uphold PVCC College policies and procedures.
- Arrive on time, be present, available, and prepared.

Teamwork

- **Skills:** Collaborative work within a team; building and maintaining positive working relationships.
- **Tasks:**
 - Able to take direction, prioritize and complete tasks from multiple individuals.
 - Provide circulation assistance to patrons by checking library materials in and out, including books and equipment.
 - Be available to provide coverage for other part-time employees as needed.

Technology

- **Skills:** Leverage technology to support student goals and department needs.
- **Tasks:**
 - Answer incoming calls.
 - Utilize computer and web browser to support and conduct research as needed.
 - Assist patrons with troubleshooting/resolving minor technology issues.
 - Assist patrons with printing and copying materials.

Additional Responsibilities:

- Perform other tasks as assigned by the supervisor, including special projects and additional support as needed.

Required Qualifications:

- Good communication skills and attention to detail.
- Basic knowledge of library operations and customer service principles.

Additional Considerations:

- Previous experience in a library or similar environment is a plus.
- Familiarity with library software and systems is beneficial.

By fulfilling these responsibilities, you will gain experience in library operations, develop strong customer service and organizational skills, and contribute to a supportive and efficient library environment that enhances the learning experience for PVCC students and patrons.

**For more information, please contact the Federal Work Study (FWS) Program
Coordinator at federalworkstudy@pvcc.edu**