

LIBRARY INTERN

DEFINITION

Under direct management or leadership supervision, performs a variety of routine clerical and/or technical tasks in support of District operations; assists with department-specific assignments in support of library staff; performs related work as required. Interns operate under the same expectations of staff and must adhere to all District policies and procedures, and are responsible for keeping themselves knowledgeable and inquisitive regarding policy and procedure updates. Interns are expected to work regularly with the public and must exhibit experienced customer service skills, ability to independently handle complex interpersonal communications, and know when to seek the guidance of staff or management when appropriate.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Based on interest and competency, Interns may be assigned to any of the below areas of service to the District. Some duties and responsibilities Interns may encounter are outlined below. These lists are not exhaustive:

Information Technology (IT)

Resolves computer system problems as they occur; ensures necessary repairs and maintenance on District IT and telecommunications equipment and systems are carried out in a timely manner. Performs technical support, installation, maintenance, and repair of hardware including computers and other equipment such as radio frequency identification (RFID), telephones, cell phones, voicemail, desktop computers, laptop computers, servers, printers, photocopiers, local and wide area networks, operating systems, enterprise applications, Integrated Library System software, electronic mail, and Internet access. Ensures all web connections are secured; identifies and implements opportunities to use digital technologies to improve the District's customer service, internal and external communication, and the efficiency and effectiveness of internal operations.

Technical Services

Orders, receives, catalogues, and/or processes new materials for the District; prepares materials received for placement in the library collection; some incumbents perform collection development duties, process invoices for payment, assist in processing interlibrary loans and patron initiated purchases; some incumbents organize, mend and fix books and materials; performs related work as required.

Marketing

Under direct supervision, performs a variety of duties related to the District's marketing programs and strategies to increase visibility and awareness of the District's services, resources, and programs; writes and designs promotional materials for print and online use; assists in maintaining the District's website and social media channels; performs related work as required.

Facilities Maintenance

Performs custodial, facilities, and landscape maintenance, and building security duties for District facilities, grounds, and related mechanical, electrical, and plumbing systems; follows a comprehensive program for maintenance, repair, and construction projects involving District facilities and grounds; provides complex staff assistance to management staff in areas of expertise; and performs related work as required.

Public Services

Under direct supervision, performs manual and clerical duties for the Library District; collects, sorts, files, and shelves books, magazines, digital media, audio books, and other library materials; retrieves library materials from interior and exterior books drops and storage areas; provides patron services such as locating materials and checking books in and out as directed; assists patrons at the Information Desk with their books and materials in and out; provides technology assistance to patrons; answers some reference questions; helps design and maintain library displays; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from assigned management or leadership personnel. Exercises no supervision over staff.

CLASS CHARACTERISTICS

This class is used for training in general public library support services and administrative support of District operations. Interns are assigned to perform work which both helps the department achieve its objectives and provide the Intern with on-the-job exposure to public library processes, projects, programs, and issues.

QUALIFICATIONS (Qualification requirements may vary depending on area of assignment)

Knowledge of:

- Purpose and functions of a public library.
- Effective public relations techniques.
- General facilities maintenance duties.
- Basic mathematical skills.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Modern office equipment and communication tools
- Record keeping principles and procedures.

Ability to:

- Perform a variety of clerical or technical tasks in support of Library operations.
- Learn and understand the organization and operation of the Library, and of outside, partnering agencies, as necessary to assume assigned responsibilities.
- Learn Library District policies and procedures.
- Maintain professionalism, courtesy, and composure at all times
- Handle disputes and complaints in a calm manner.
- Respond to and effectively prioritize multiple phone calls, walk-up traffic, and other requests and interruptions.
- Understand and follow oral and written directions.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Prepare and present clear, concise, and logical oral and written reports, correspondence, and other written materials, including documents with technical content.
- Maintain a variety of filing, record-keeping, and tracking systems.
- Make sound decisions within established policy and procedural guidelines.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Receive, investigate, and respond to difficult and sensitive problems and complaints in a professional manner.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Possession of a high school diploma or G.E.D. and current enrollment at an accredited two-year or four-year college or university, or recent completion of a two-year or four-year degree program or certificate program.

Experience:

- None

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen;

and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with challenging customers in interpreting and enforcing departmental policies and procedures.