Job Description

POSITION TITLE:  Adult Services Intern  
CLASSIFICATION:  Associate  
REPORTS TO:  Adult Services Librarian/Mentor  
DIRECT REPORTS:  None  
SALARY RANGE:  R14; starting at $21.00/hr  
STATUS:  Non-Exempt; part-time; temporary  
          approximately 10 hrs/week  
          150 hours over 4 months (January through April)  
          Schedule includes 1 evening/week and 1 weekend/month  

RESPONSIBILITIES  
Primary responsibilities include assisting customers with library services, reference, and public access technology.

- As a member of the Adult Services team answers reference questions and readers’ advisory.
- Applies customer service skills to enhance the level of user satisfaction.
- Assists users on public access computers with learning basic technology skills; can provide users with basic overview of Innovation Lab technology.
  - SPECIFIC SCOPE: One-on-one technology assistance with patrons including mobile devices such as iPhones, iPads and Android devices
- Plans and implements training programs to meet technology learning needs of users.
  - SPECIFIC SCOPE: Teach at least one computer basics class by the end of the internship.
- Follows documented procedures for booking rooms, checking out equipment and other procedures.

REQUIREMENTS  
- Must be a student who is at a minimum midway through an MLS degree program from an ALA-accredited institution.
• Ability to interact with the public in a consistent, friendly and professional manner.
• Experience working with public access technology is a plus.
• Working knowledge of public access technology including common devices, peripheral equipment, and related software (e.g. MS Office).
• Interest and ability to instruct users on a variety of skill level both in group and one-to-one settings.
• Must have excellent communication skills.
• Positive attitude, a willingness to accept change, and commitment to quality customer service.
• A desire support innovation and creativity, an openness to learning and new ideas.

COMPETENCIES
• Technology: Demonstrates general understanding of basic computer skills coupled with an understanding and knowledge of library provided equipment and software. The ability to identify, diagnose, and correct common technology problems.
• Teamwork: The ability to work collaboratively with others to achieve department goals.
• Equity, Diversity & Inclusion: Commitment to interact appropriately, fairly, and equitably with all; the ability to demonstrate and foster respect for all individuals and points of view.
• Ethics: Commitment to the Ohio Ethics Law and the basic ethics and values of library service.
• Intellectual Freedom: The understanding and support of the library's role in providing free and equal access to ideas, information, resources, and services, from all points of view, without restriction, to every individual.

PHYSICAL REQUIREMENTS
• While performing duties of job, employee typically handles office equipment, objects or controls and frequently communicates with others. Work requires light physical exertion, including bending, kneeling, stooping and standing; some lifting and moving of objects/book carts (up to 10 lbs.).
• The majority of the work is performed in an office setting. The worker is required to have close visual acuity to perform an activity such as: viewing a computer terminal; extensive reading.

To apply for this position go to www.westervillelibrary.org/careers.
The Westerville Public Library is an equal opportunity employer.