



## Job Description – Intern, Circulation and Technical Support

Department: Library

Reports to: Senior Library Assistant

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### **Position Summary**

NYU Shanghai Library is currently seeking an enthusiastic circulation and tech support intern to join the unit. Intern in this role will be assisting library clerical work including services to patrons at access/information desk and technical support services.

### **Responsibilities**

#### **Access/Information Services**

- Provides assistance to library users requesting related materials including books, periodicals and reserve materials.
- Answers telephones and provides routine information or refers and transfers calls.
- Handles routine complaints and answers a variety of questions at the access/information desk.
- Shelves books, magazines and other library holdings according to numbering sequences.
- Assures accurate library shelving by shelf-reading and reshelving of materials.
- Compiles a variety of statistics concerning library usage and book circulation and maintains library records.
- Assists with library program preparation and implementation, as directed.

#### **Technical Services**

- Performs routine book maintenance and processing including pasting date due stickers, typing spine labels and adding barcodes.
- Assists in inventory library materials, comparing database records with stacks and verifying accuracy of information.

#### **Other**

- Operates a variety of standard office and library machines.
- Performs a variety of library clerical tasks, as assigned.

## **Qualification**

- **Required Education**

Bachelor's degree.

- **Required Experience**

- Experience or education in library science or related area preferred.
- Familiar with customer services preferred.

- **Required Knowledge, Skills, and Abilities**

- Good knowledge of the English and Chinese languages, written and spoken.
- Proficiency with basic word processing, spreadsheet and database software.
- Ability to understand and follow written and oral instructions.
- Ability to pay attention to detail.
- Ability to establish and maintain effective working relationships with superiors, associates and the general public.
- Ability to operate and maintain basic library equipment, e.g., computers, scanners, photocopiers.