

## **Customer Service Assistant**

This work study position will assist customers, under supervision, at the Columbia County Traveling Library, primarily at the County Library on Sawmill Road (2.5 miles from campus), and possibly on the bookmobile at locations across Columbia County. Remote work is possible when COVID-19 conditions call for caution.

The ideal candidate will possess good written and verbal communications skills and be good at spelling and alphabetizing. Prior experience with customer service is strongly preferred.

### Responsibilities:

- Check books in and out using an online system
- Search the online library catalog to help customers find books
- Help patrons request books
- Pull requested books from the shelves
- Process books being moved to new locations
- Shelf books and maintain shelves in good order
- Receive boxes of donated books
- Assist with sorting and packing donated books
- Entering new books into library catalog
- Data cleanup projects
- Cover books with vinyl or mylar
- Light cleaning
- Assistance with special events, such as book sales
- Other responsibilities as assigned

The County Library is typically open weekdays between 9am - 4pm or 9am-6pm. It is currently closed on Fridays and open Saturdays 10am - 1pm.

This position requires a federal work study award and the ability to commute by car. You will also need to be able to lift 20-50 pounds to move books on and off the bookmobile and to move boxes of donated books, using flatbed carts.

Contact Cathy Lauinger, Operations Manager, at [cathy@cctllibrary.org](mailto:cathy@cctllibrary.org) or call 570-387-8782.