

Position Title: Library Assistant (part-time)
Pay: \$15 - \$20 per hour based on experience
Department: Access Services
College/Admin Office: Library, Museums and Press
Location: Newark, DE
Preferred Start Date: Monday, June 8, 2026

Context of the Job:

The University of Delaware Library, Museums and Press inspires the intellectual, scholarly and creative achievement of our community. We are strongly committed to fostering safe, welcoming, and inclusive spaces and opportunities where everyone has an equal opportunity to learn, create, and grow. We collaborate with strategic campus partners to achieve these priorities, as well as with national professional organizations.

The Help Center is the main service desk in the Morris Library and serves UD students, staff, faculty and alumni, as well as those from the community. Help Center staff provide informational and directional assistance with print and electronic resources, media, equipment, and spaces. The staff circulate materials from the library's collections, interlibrary loan items, and provide referrals to other Library staff for more advanced research assistance.

Reporting to the Head of Access Services, this position provides a wide range of information and services at the Morris Library Help Center, with a specialization in carrying out assigned work related to stacking, including stacks pickups, re-shelving, shifting, maintenance, and preparing material for transfers and withdrawals. This is a part-time, unbenefited position.

MAJOR RESPONSIBILITIES:

- Provide excellent customer service at the Help Center desk; assist patrons with circulating library materials; provide information about library services and collections, demonstrate search techniques for electronic resources; interpret library policies and procedures; assist with print release stations, scanners, computers; assist instructors and students with using course reserve services; provide assistance with microform materials, readers, and scanners..
- Assist with stacking tasks, including transfers and withdrawals of library material from the library's collections; provide regularly scheduled stacks maintenance including stacks pickup, shifting, shelf-reading, organizing, and support for special projects.
- Assist with the circulation and use of the Film & Video collection (films and videogames) including resources in a variety of current and legacy formats (e.g. VHS, LaserDisc, 16mm film); assist with reservations for the Viewing Room and media viewing and

gaming carrels and their related equipment (e.g. peripherals, controllers, gaming consoles).

- Provide functional supervision of student assistants at the Help Center, particularly evenings and weekends. Ensure there are no gaps in desk coverage, coordinate with other evening staff on stacking assignments, provide consistent training and feedback, and contribute to the performance appraisal process for student assistants, in coordination with the student supervisor.
- Perform departmental tasks such as processing “missing” items; searching and retrieving items requested by users and clearing the expired holds shelf; assisting with returning and re-shelving materials designated for branch libraries, preparing materials for delivery to off-campus locations, and other duties as assigned.

QUALIFICATIONS:

- High school diploma or GED and two to three years of related experience.
- Experience in providing customer service, preferably in a learning environment.
- Ability to use and learn a variety of computer applications (e.g., productivity, word processing, spreadsheets, integrated library system) and an interest in continued growth of technology skills.
- Demonstrates reliability in attendance, punctuality, and meeting project deadlines.
- Strong organizational skills and demonstrated ability to perform detailed and accurate work while dealing with frequent interruptions.
- Ability to calmly approach, assess, and provide basic troubleshooting for film, video and videogame equipment and other technology within the library.
- Ability to solve problems collaboratively and independently.
- Ability to perform basic online library catalog searches and to provide assistance with a variety of library databases.
- Ability to thrive in a dynamic environment where responsibilities may shift based on organizational needs.
- Demonstrates an understanding and consideration of the various needs and concerns of individuals with varying identities, cultures and backgrounds.
- Demonstrated experience assisting users from various backgrounds, removing barriers to access, and providing responsive and inclusive customer service

SPECIAL REQUIREMENTS:

- Must be able to lift, with or without assistance, boxes of books and supplies weighing up to 50 pounds, push and pull full book carts weighing up to 250 pounds, and bend and reach to place books and journals on library shelves ranging from 3 to 90 inches high.
- Availability to work nights, weekends, and holidays.

WORK SCHEDULE:

Flexible hours, to be determined, up to 28 hours per week. During Fall and Spring semesters need coverage for shifts on: Saturday, 9 am – 5 pm | Sunday, 11 am - 4pm | Sunday - Thursday evenings, 6 -11 pm. Work schedule will change during Final Exams, Winter Semester, Intersessions and Summer Semesters.

Resumes including a cover letter addressing scheduling availability and work experience related to the positions' major responsibilities, should be sent via email to lib-hr@udel.edu.