

Job Title: Library Aide
Department or Organization: HCC Library
Supervisor: Oscar Lanza-Galindo

Desired No. of Hires: 1-2

Designee: Rebecca Hardy

Office: Donahue 208
Phone: 413-552-2260
Email: olanza-galindo@hcc.edu

Office: Donahue 206
Phone: 413-552-2261
Email: rhardy@hcc.edu

General Job Description:

Multiple work study positions in the circulation and reference departments of the HCC library.

Detailed List of Duties:

Regular interaction with the HCC Community at either the circulation or reference desk is required. Workers must be able to answer user questions and triage patron inquiries to appropriate staff both in person and over the phone. Additionally, all student workers will be asked to maintain the appearance of their assigned portion of the library, and perform basic printer and photocopier maintenance. Smaller hands-on projects will be assigned as necessary. Student workers must be able to successfully transport carts of library materials and lift up to 25 lbs.

At the circulation desk, student workers are expected to be able to discover, locate & check in/out physical library materials using an automated system, assist with projects involving the deaccessioning of materials, and learning to organize and shelf library materials according to the Library of Congress call number system, and make frequent trips to Office Services and the IT Department to drop off or pick up materials.

At the reference desk, student workers are expected to be present, alert, and aware of the needs of students on the reference floor. Student workers will staff the reference desk as the first point of contact for our student and community users, answer basic, directional queries, answer and transfer phone calls, triage in-depth user inquiries to members of staff, provide assistance with printing and photocopying, maintain the reference and stack floors of the library, and may assist with opening and closing the upper floors of the library.

Skills you will gain from working with us: providing excellent customer service, learning an automated library system and the Library of Congress classification system; learning and developing technology skills.

Qualities we are looking for: Individuals who work with accuracy and attention to detail, while maintaining confidentiality and dependability. You must be able to follow instructions, exercise good use of personal judgment, and communicate and interact courteously with the HCC community. Ideally, we are also looking for knowledge of computer hardware & software, and knowledge of Google Suite and/or Microsoft Office Suite.

Amount of supervision required:

☒ Regular ☐ Occasional ☐ Minimal

Hours desired to cover (evening, weekend, etc.): Shifts will fall between 9 A.M. – 3:00 P.M. Monday – Friday

How to Apply: Contact Rebecca Hardy: rhardy@hcc.edu for information

Completed and Submitted By:

Oscar Lanza-Galindo
Print Name of Supervisor

Dean of Library Services
Title

7/29/ 2025
Date

Please return completed form to drosado@hcc.edu