

Department: Circulation Services

Level Two-Library Assistant

Part-Time: 15 HPW

Salary: \$8.75 - \$14.45 per hour

Supervisor: Head of Circulation Services

Schedule: Varies; some evenings & weekends required

Non-Exempt/Hourly

Date Written/Revised: February 2019

Job Responsibilities:

Purpose: This support staff position is supervised by the Head of Circulation Services. The position requires considerable contact with the public. Direct supervision is accomplished through written and oral communication. The incumbent assists patrons by performing a variety of functions including, but not limited to circulation and registration, placing reserves and may perform basic reference service and assist patrons in finding materials to match reading interests. A particular challenge of this position involves working with members of the public. Incumbent will attend continuing education opportunities to gain knowledge, skills and abilities to assist in carrying out the library's mission and adopted goals.

Principle Duties:

- Contributes to the overall effectiveness of providing direct service to patrons
- Serves patrons in a courteous and business-like manner
- **Performs circulation/help desk routines including the following:**
 - Checks materials in or out/ assists with self checkout and self pickup of holds
 - Collects fines and fees
 - Answers directional and basic reference questions
 - Answers circulation questions and deals with problem patrons
 - Registers patrons in an accurate and timely fashion
 - Works efficiently and accurately with library computer
 - Assists patrons in finding materials to match reading interests
 - May compile and report statistics
 - Processes reserves and takes holds
 - Performs opening and closing procedures
 - Prepares materials for re-shelving
 - Takes patron registrations and performs computer inquiries
 - General clerical; answer telephone, route messages, and filing
 - Assists patrons with library equipment and related software (i.e. Copier, Microfilm and Reader/Printer, Computers, Internet), troubleshooting equipment and collecting related usage fees
 - Informing and enrolling patrons for reading programs, book discussion groups and any other library sponsored programs
 - Public relations duties as required
 - May perform inter-library loan duties, including locating materials in-house or via computer and then shipping same and maintaining related records
 - Cleans and requests repair of library materials as needed
- Assist with packing and unpacking cargo as needed
- Performs related work as required

Skills and Abilities to:

- Moderate knowledge of library principles, methods, materials and practices and ability to interpret such to the general public
- Ability to:
 - Learn general and library clerical methods and practices
 - Learn the general rules and regulations of the library systems
 - Learn library circulation procedures
 - Deal tactfully and courteously with the public, and to establish and maintain effective working relationships with co-workers
 - Make minor decisions in accordance with library policies and procedures
 - Assist other staff in various phases of library work
 - Sort and file alphabetically and numerically
 - Read numbers and letters rapidly and accurately
 - Communicated effectively, both orally and in writing
 - Work with limited supervision
 - Maintain composure in stressful work situations
- Experience with computers and other common office equipment
- General computer and keyboarding skills
- Requires physical agility and strength to bend, reach, lift and carry 25+ lbs over 60% of the time; extensive use of a computer terminal
- Requires ability to stand for 3 hours at a time when working at the Help Desk

Education/Certification/Demonstrated Skill Requirements:

- Minimum: High School Diploma or G.E.D equivalency; some experience with general clerical skills including typing, filing and computer skill, or any equivalent combination of experience and/or training that provides the required knowledge, skill and abilities upon approval by the Director.

Working Conditions:

- Climate controlled environment

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the job.

Employee Signature

Date