



Library Assistant - Circulation Position Description

SUMMARY

Under the guidance and direction of the Circulation Manager, the library assistant serves as the main first-line liaison between the library and the public. Assistants staff our public service desk and perform many of the essential duties necessary to the functioning of the library. The most common responsibilities of library assistants includes item check-in and check-out, collection maintenance, issuing library cards, collecting and recording fees, assisting patrons with library services and technology, and answering basic questions. Assistants may also have off desk responsibilities for specific ongoing tasks.

REPORTS TO

Circulation Manager

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide friendly and efficient customer service to visitors to the library;
- Assist with item check-in, inspection of materials for damage, and shelving tasks;
- Issue library cards to eligible patrons;
- Assist patrons in locating materials in the collection and check out materials to patrons in accordance with the library's circulation policy;
- Responsible for one or more tasks such as ordering supplies, damaged/missing parts, deliveries, etc.
- Exhibit a reasonable level of comfort with standard office technology, including but not limited to computers, fax machines, photocopiers, and computers;
- Provide basic reference, reader's advisory, and technology assistance to patrons;
- Keep informed about library programs and events and actively promote them to the public;
- Accurately perform various record keeping tasks;
- Keep current with library policies and procedures;
- Supports and contributes to overall library mission;
- Participate in at least one approved community event per year;
- Various duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

KNOWLEDGE, SKILLS, AND ABILITIES

Proficient in the use of computers (ie. Microsoft Office programs, Evergreen Indiana ILS, internet searching) and standard office technology and equipment (printers, scanners, copiers, etc.);

Possesses a reasonable level of typing proficiency;

Possesses a reasonable level of comfort in the use of mobile devices, particularly in relation to providing library services and digital materials access;

Keeps current on established library policies and procedures and applies them fairly, evenly, and consistently and exhibits the ability to effectively interpret and implement policy and procedure;

Able to provide customer service to the public in a quick, friendly, and accurate manner;

Establishes and maintains effective working relationships with staff, patrons, and others in the community;

Able to maintain a neat and clean personal appearance and conduct oneself in a professional manner;

Able to work courteously and effectively in teams;

Able to handle multiple activities or interruptions at once and prioritize work tasks prudently and independently or while working or while working in a team environment;

Able to learn quickly and apply new information quickly and accurately, especially in relation to various technologies and services (i.e. various mobile devices, library services, library equipment, etc.);

Contributes new ideas, offers solutions to problems, and suggests improvements;

Actively searches for new assignments, tasks, and responsibilities. Seeks opportunities to expand knowledge, skills, and abilities;

Exercises sound judgment and exhibits good problem solving skills;

Possesses general knowledge related to popular culture, literature, media, and technology and shows the initiative to develop one's knowledge of these topics;

Able to adapt to change in general and to adjust to workplace interruptions and disruptions of daily routines;

Exhibits the ability to complete tasks accurately within a reasonable timeframe;

Able to complete work tasks accurately and neatly and of a quality that meets library standards. This includes accuracy related to cash handling (i.e. counting, recording, returning change, etc.);

Able to speak and write clearly and effectively and possesses strong active listening skills and the ability to understand and accurately follow directions;

Able to lift up to ten pounds overhead and to bend low to reach materials on lower shelves;

WORKING CONDITIONS

Work is primarily performed in a busy office environment. This active environment requires frequent walking and standing with occasional bending and kneeling. Employee must be able to safely carry items or maneuver book carts weighing at least 10 pounds. Position is expected to participate in decorating the library in a creative manner which includes scaling ladders and other tasks necessary to accomplish that goal.

EDUCATION, EXPERIENCE, AND TRAINING

This position requires a high school diploma or equivalent. Individuals with experience working in a library environment or in a customer service/front line position in a retail environment are preferred, but such experience is not required. Individuals pursuing any type of library certificate or degree training are also preferred. Specific training required for the position will be provided by the library.

LICENSE AND CERTIFICATION REQUIREMENTS

No specific licenses or certifications are required. Background investigations are required. However, a criminal history will not necessarily preclude an individual from consideration for a position or from continuing employment.

POSITION HOURS

The Library anticipates that this job will require 40 hours per week. Position requires applicant to have open availability in order to successfully work a varied schedule which includes evenings, at least two weekends a month, and Sundays.

Position is hourly/non-exempt and is subject to the requirements of the Fair Labor Standards Act.

SALARY INFORMATION

Position is classified as a Grade 104 on the Library's salary schedule.