

LIBRARY ASSISTANT 1

NATURE OF THE JOB

The Library Assistant 1 is an entry level position and requires the employee to learn many tasks specific to public library service. This position focuses on the staff member understanding and providing a high level of customer service and technology support to all library patrons.

- Reports to the Library Director(s)
- Part-time on a variable schedule, including some evenings and weekends

RESPONSIBILITIES

1. Offers reference service, reader's advisory, guidance in locating and choosing materials and instruction on the use of the library and its resources to patrons of all ages and abilities.
2. Promotes an interest in reading and learning through the use of the public library.
3. Collects and reports statistics such as patron visits.
4. Performs circulation desk procedures such as checking materials in and out, registering patrons, collecting fines and fees, printing reports, requests ILLs (interlibrary loans), etc.
5. Demonstrates to patrons how to navigate online library services and databases.
6. Assists patrons with technology in the library including copying, faxing, using library computers, scanning documents, and wireless printing.
7. Assists patrons with ready-reference and routine reader's advisory service.
8. Repairs or reconditions library materials.
9. Shelves library materials, empties book drop and reads shelves as needed.
10. Performs housekeeping tasks, when needed.
11. Assumes responsibilities in other departments within the Library as needed.
12. Other duties as assigned by the Library Director(s).

Knowledge and Abilities

1. Ability to interact and work well with a diverse population.
2. Provides high quality service to patrons of all ages and abilities.
3. Ability to maintain confidentiality of library patron information.
4. Abides by library policies.
5. Participates as an active and involved team member of the library.
6. Promotes an interest in reading and learning through the use of the public library.
7. Knowledge and experience in contemporary technology.
8. Ability to maintain and promote an inviting, positive public service attitude.
9. Ability to perform the following skills
 - a. Analytical skills: identify alternative courses of action before selection one.
 - b. Problem solving skills: develop solutions to problems with a recommended course of action.
 - c. Organization skills: accomplishes tasks with attention to detail.
 - d. Communication skills: communicate effectively and transparently in both oral and written forms.

- e. Reading ability: effectively read, understand and respond to information contained in emails, reports, bulletins, budgets, etc.
- f. Independent thinking ability: decision-making without direct supervision.
- g. Mathematical ability: understanding of basic mathematics and statistics.
- h. Time management skills: ability to set priorities to meet assigned deadlines; ability to balance many demands and maintain a positive public service attitude in the midst of frequent interruptions.
- i. Instruction comprehension: ability to understand instructions from supervisor in both oral and written forms and a willingness to ask questions when needed for clarification.

9. Physical demands

- a. Sitting, standing, walking, climbing and stooping.
- b. Bending, twisting and reaching.
- c. Talking and hearing in person as well as over the phone.
- d. Lifting, carrying: 30 pounds or less.
- e. Pushing, pulling: objects weighing 60 – 80 pounds on wheels.
- f. Mobility: travel to meetings outside the library, when needed.

QUALIFICATIONS

- 1. High school diploma or equivalent
- 2. Previous customer service preferred
- 3. Willingness to learn is a must

I have reviewed and received a copy of this job description.

Employee / Date

Director(s) / Date