

Library Assistant

Job Purpose

The Library Assistant's main goal is to assist patrons in finding materials and using Library information access technology. In addition to these tasks, the Library Assistant also does clerical work, shelves and straightens books, monitors patron behavior, monitors the condition of the collection, and assists other staff members in achieving the goals set forth in the Library's mission statement.

Tasks Performed

1. Customer Service Tasks
 1. Understand, use and help others use computer hardware peripherals, mobile devices, the Internet, operating system functions, common software programs, word processing operations, and printing operations.
 2. Assist users with choosing popular and recreational reading, viewing, and listening choices
 3. Facilitate library users' requests for information
 4. Understand and performs basic circulation operations
 1. Uses the automated system to circulate library materials to the public
 2. Accepts payment of fines and fees from library patrons
 3. Creates and maintains patron records
 5. Answers telephone
 6. Apply customer service skills and techniques to enhance the level of user satisfaction and address difficult situations with users

2. Personal/Interpersonal Requirements
 1. Work effectively in team with strong team-building skills and attitudes
 2. Understand and act in accordance with the basic values and ethics of library service
 3. Anticipate and adapt to change and challenges effectively
 4. Demonstrate critical thinking and problem-solving abilities
 5. Use creative and innovative approaches
 6. Participates in keeping the Library tidy by picking up and re-shelving library materials, cleaning up after story time, and maintaining the computer and copier area.
 7. Performs related duties as directed by the Library Director

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties of this job.

While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, walk, sit, use hands to grasp, handle, or operate objects, tools, or controls, talk and hear. Hand-eye coordination necessary to operate computers and various office equipment. The employee is occasionally required to balance, stoop, and crouch.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Employment Standards

Desirable Skills

Knowledge of basic library procedures and practices; ability to work under a minimum level of supervision; ability to interact courteously and effectively with library patrons; ability to learn and use computer systems and programs.

Education, Experience, and Training:

- ⑩ High school diploma plus six months of Library experience or similar

Pay Rate and Hours:

- ⑩ Minimum wage (\$7.25 hourly); Up to 29 hours per week including Saturdays and some evenings