

LIBRARY ASSISTANT

Department: Library
Division: N/A
Appointing Authority: Library Director

Grade: 5
Revision Date: 8/19
Bargaining Unit: C

Definition:

General and routine clerical and circulation duties that follow established routines and which require functional expertise in library operations, primarily at the adult and/or children's circulation desks. Usually serves as initial contact for patrons seeking service. All other related work as required that is logical to the position.

Supervision:

Works under the policy direction of the Library Director and Trustees of the Library.

Reports directly to and works under the supervision of the head of the library department to which he/she is assigned. Additionally various senior professional staff may assign special projects.

Performs no supervisory functions. May direct volunteers, or temporary employees as assigned. Assists all other staff with operating procedures while working together at the circulation desks.

Environment:

Varied work in a multi-task environment; duties are performed under typical library/office conditions. Operates standard library/office equipment.

Engages in various levels of contact with co-workers or outside organizations and individuals; has continual contact with a diverse general public.

Errors in circulation duties may cause inaccuracies in circulation records, resulting in poor customer service and disruption of the circulation of materials between libraries. Errors in duties may cause an adverse impact on employee morale or public opinion, confusion and delay, or lower standards of library service for the city.

Essential Functions: *(The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed and are representative of those that must be met by an employee to successfully perform the essential functions of the job. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Practices exemplary customer service at all times in person and on the telephone. Answers the phone in a friendly and helpful manner. Directs telephone calls to the appropriate person or department and/or takes messages. Provides general library information to the public in a friendly and helpful manner.

Performs all functions of the C/W MARS automated circulation system, including checking materials in and out; reserving items; processing system holds; registering new patrons; collecting fines and accepting lost book payments; and other database maintenance in the processing and preparation of materials for circulation.

Answers basic queries about hours, services, or circulation procedures, and assists patrons with basic questions regarding the use of the computer catalog, Internet, copier, and microfilm machine.

In collaboration with the Information Services Department, supervises use of the Internet computers.

Provides basic reference assistance to patrons when the Information Services staff are unavailable.

Troubleshoots basic problems with printers and logging on.

Shelves books and other material as needed. Shelf-reads in assigned area as needed. Straightens shelves throughout the library as needed, including both children's and adult collections, and Holds shelf. Helps create and maintain appealing and timely displays of material.

Performs specific tasks assigned by supervisors, including single or ongoing projects.

Attends meetings, workshops, and conferences that enhance library skills relevant to this position.

May be invited to contribute to selection of library materials, based on knowledge and interest in specific subject areas.

Minimum Qualifications:

Education and Experience:

High School Diploma or GED equivalency required; Associate's Degree and two years public library experience preferred; experience with an automated circulation system preferred; or a combination of education and experience that enables performance of all aspects of the position.

Customer service experience required.

Knowledge, Ability and Skill:

Thorough working knowledge of departmental functions and operations; of standard office practices and procedures; of use and operation of standard office equipment; ability to operate a personal computer in a windows environment with proficiency in MS Office and G-Suite required; familiarity with database programs and computer hardware and software systems.

Requires ability to handle several tasks at once; ability to deal in an effective and courteous manner with members of the general public of diverse cultural and linguistic backgrounds on a daily basis; ability to establish and maintain cooperative and positive working relationships with library staff.

Knowledge of general and library clerical methods and practices; of the general rules and regulations of the public library, of circulation procedures, and of the techniques and practices of customer service.

Ability to follow oral and written instructions; to make minor decisions in accordance with library policies and procedures; must perform all aspects of job responsibilities with honesty and integrity.

Physical Requirements:

Varying physical effort required under typical office conditions include regular sitting, talking, walking and mental concentration for extended periods; be able to stand for up to three hours while working at the

circulation desk, intermittent moderate effort required for tasks such as moving files, books or other library printed materials up to thirty (30) pounds. Position requires the ability to operate a keyboard and view computer screens and the ability to adjust focus; hearing ability requirements include telephone duties and the ability to interact with others.

Must be able to lift books and other materials; bend down and reach up for such tasks as shelving books, emptying the book drop; be able to push full book carts.

Special Requirements:

Must successfully pass CORI/ SORI checks.
Includes night and weekend work as assigned.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)

Approved:

EXECUTED 08/29/2019 AND ON FILE IN THE HR DEPARTMENT

Human Resources Director

Date
Revision History: 1/01; 7/10; 8/19

Department Head

Mayor

['C' Review: _____]