

JOB DESCRIPTION

TITLE:	Library Assistant	DEPT.: Circulation	
REPORTS TO:	Member Services Manager	CLASSIFICATION:	Non-Exempt

Objective:

Provides excellent customer service to library visitors at the Member Services desk, assisting with checkout and library accounts, and provides clerical assistance as a team member of the Member Services Department.

Duties:

- 1. Provides positive front-line interactions with members in person and on the telephone using Library resources.
- 2. Performs all duties for supporting library collections as assigned, including check in, check out, sorting, shelving, shifting, straightening, shelf reading and weeding of materials.
- 3. Issues member library cards, renews accounts and collects payment of fees.
- 4. Schedules meeting rooms and registers members for programs.
- 5. Locates and retrieves materials from lists. Processes and routes materials.
- 6. Provides reliable and accurate directional and readers advisory assistance to members. Instructs and assists members in the use of Library resources and technology.
- 7. Seeks ways to incorporate process improvements.
- 8. Understands and enforces Library policies and procedures while safeguarding confidential and restricted information.
- 9. Participates in library meetings and serves on library committees as assigned.
- 10. Participates in continuing education through library provided training, reading, and workshops. Shares information learned.
- 11. Performs other duties as assigned.

Minimum Qualifications:

Education:

High school diploma or equivalent.

Experience:

- 6 months customer service experience in a comparable business, organization, or library.
- Fluency in written and spoken Spanish or other language commonly spoken in the district preferred.

Knowledge, Skills, & Abilities:

- Ability to manage multiple tasks with efficiency, skill, accuracy and appropriate speed
- Ability to work collaboratively as a member of a team with colleagues and managers
- Communicates effectively in English, both orally and in writing

- Ability to read and understand written information and instructions
- Ability to empathize and relate to others' needs
- Ability to provide excellent customer service at all times with members and staff
- Proficiency in the use of email and computer technology
- Attention to detail
- Ability to use good judgment following procedures in support of library policies
- Ability to remain calm under pressure
- Ability to exercise initiative and to make appropriate independent decisions
- Ability to troubleshoot minor problems with computers and peripherals
- Knowledge of Windows and MS Office
- Demonstrates ease and comfort with emerging technologies
- Ability to alphabetize correctly and to understand numerical arrangement utilizing decimals in order to comprehend, put in correct order, and retrieve materials from shelves
- Experience with integrated library systems (Polaris preferred)
- Ability to successfully search library catalogs and research databases

Supervisory Responsibility:

None.

Physical Requirements:

- speaking, hearing, vision, and manual dexterity sufficient to adequately perform the job
- ability to push/pull up to 100 pounds and lift or move up to 25 pounds frequently
- prolonged sitting and repetitive keyboard use

Working Conditions:

Work is performed in a typical library environment.