



Library Assistant

Job Title: Library Assistant

Immediate Supervisor: Adult Services Manager

Department: Circulation/Reference

Non-Exempt

Job Description: The Library Assistant's primary role is to perform a variety of customer service, circulation, and/or reference duties to ensure quality library service and a positive library atmosphere. In addition to customer service skills, this position requires computer, writing and communication skills. Library Assistants work with limited supervision and are required to have some skills and advanced knowledge of library policies and procedures.

Essential Duties:

- Provides excellent customer service and presents a positive image of the library in attitude, appearance and performance of duties.
- Assumes responsibility for all circulation services. These activities include but are not limited to: processing and issuing library cards, checking materials in and out, filling reserve requests, and collecting fines and fees.
- Answers incoming phone calls; makes referrals or takes messages as appropriate.
- Ensures that circulation procedures maintain patrons' confidentiality.
- Sorts and shelves library materials. Maintains order of the collection to facilitate public access to resources.
- Assists public in use of patron computers, printer, copier, and all other library technology.
- Assists patrons in finding and utilizing library materials.
- Researches reference questions posed by the public utilizing a variety of print and online resources.
- Monitors patron computer use and internet activity.
- Assists in preparing and setting up displays, exhibits and bulletin boards to maintain an informative and attractive physical setting in the library.
- Promotes Interlibrary Loan services to patrons.
- Promotes library classes and events to the public, including creating promotional materials and registering patrons for classes.
- Responsible for opening and closing Library as scheduling requires.
- Participates in library staff meetings in a positive and professional manner.
- Other duties as assigned.

Knowledge, Skill and Ability:

- Knowledge of books, authors and readers interests
- Skill in the operation of computer systems
- Ability to exercise good judgment and to make decisions within stated guidelines
- Ability to work independently in a wide variety of situations
- Ability to apply library rules and regulations as found in staff manuals and statements of library policy
- Ability to communicate and deal with the public and staff effectively in person, in writing, and by telephone
- Ability to perform repetitive tasks accurately; pay attention to detail
- Ability to shelve and retrieve library materials
- Ability to keep confidential records and perform routine tasks
- Ability to learn library methods, techniques and computerized databases
- Ability to establish and maintain effective working relationships with co-workers and work in a team environment
- Ability to work nights and weekends, as needed

Physical Requirements *(In compliance with the American with Disabilities Act the following represents the Physical and Environment Demands:*

- This position requires an equal amount of time spent standing, walking, and sitting.
- Lifting, pushing/pulling, or carrying objects weighing up to twenty-five (25) pounds is sometimes required, with a maximum of forty (40) pounds infrequently required.
- Ability to reach up to seven feet to retrieve and replace books with a stool or ladder, as needed.
- Climbing, stooping, kneeling, crouching, crawling, twisting, reaching and bending are sometimes required.
- Repetitive movements of the hands are sometimes required.
- Audio, visual, and verbal functions are essential to this position.
- The majority of the workday is spent indoors.

Minimum Requirements:

- High school diploma or G.E.D. equivalency preferred.
- At least one (1) year experience working with the public.
- Ability to type required.
- May require a valid driver's license.