

MERIDIAN LIBRARY DISTRICT

Library Assistant



Position Summary

The Library Assistant provides consistent, high quality customer service in response to the needs of library users. This position focuses on providing account, information and reference assistance to library patrons in addition to supporting other services provided by the Library. The incumbent assists with the daily operations of the library and performs related duties as assigned. Work is performed independently with direction of their supervisor.

The majority of work hours are spent working public service desks, providing customer service, and account and technology support.

Duties and Responsibilities

Essential

Customer Service

Provides excellent customer service to library patrons at public service desks, on the phone, and virtually. Assists library visitors with account issues and the circulation of library materials. Provides informational assistance to patrons and refers questions as needed. Makes decisions based on library policies and procedures. Determines customer needs and advises patrons about library materials, resources, and technology equipment. Aids visitors in regards to library services including databases, technology, and quality online sources. Actively promotes respect for diversity and creates an inclusive, welcoming, and respectful library atmosphere. Arrives to work location on time, ready to interact with the public.

Circulation

Performs circulation functions such as check-out, check-in and renewal of library materials, issuing library cards, verifying and updating patron records, processing of fines and fees, and inspecting items for damage. Processes requests for holds; conducts catalog searches, pulls materials from the stacks, searches for lost books, and checks availability of materials. Maintains confidentiality of patron information.

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Operations

Maintains physical appearance of the library. Performs circulation duties including issuing library cards, checking materials in and out, reserving items, collecting fees, shelving library materials, and answering phones. Promotes library collections, services, and programs. Responsible for appropriate and appealing display of new materials and resources. May be required to drive a library vehicle for delivery or outreach purposes. May oversee the work of volunteers or interns, as well as train volunteers, interns, and other staff.

Technology

Provides support to patrons with technology devices or use of the library's hardware and software. Assists patrons with computer use, printing and copying. Provides basic technology instruction.

Records and Reports

Maintains accurate records, collects statistics, tracks performance measures and prepares reports related to library services and events to include attendance, outcomes, evaluation, costs, etc. as required by administration. Completes clerical tasks such as record maintenance, compiling lists, and drafting resource guides in both an office setting and remotely. Maintains good attendance and timekeeping records.

Event Coordination/Programming

Assists in developing and providing some library programs with the direction of their supervisor. Prepares reserved rooms.

Marginal

May attend training and/or conferences. Recommends purchases based on patrons's interests and requests.

May open and close the library and ensure the security of the building.

Performs other duties as assigned.

May serve on a library committee.

Minimum Qualifications

Knowledge, Skills, and Abilities

Demonstrated commitment to diversity, equity, and inclusion.

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Provides exemplary customer service and maintains a favorable public image of the Library. The incumbent has a desire to work in a public service role. Has excellent interpersonal skills and the ability to communicate effectively and appropriately with people from diverse backgrounds, including youth, seniors, families, volunteers, and coworkers. Must be able to juggle multiple priorities and patron needs. Builds and maintains positive working relationships with individuals at all levels of the organization and fosters positive partnerships with outside organizations. Should have flexibility to work alone, as part of a team, remotely or at other locations as assigned.

Proficient with standard computer applications (including Microsoft Office and Google applications), online library automation system and online searching. Understands the role of technology in providing library services and is proficient in that technology. Ability to learn and adapt to new software and equipment technologies.

Experience: 1-2 years of experience in libraries, education, retail or customer-service related position or similar experience.

Education: High School Diploma or G.E.D., or equivalent education, training, or experience.

Training, Licenses, or Certifications: None

Supervisory Responsibility: No

Preferred Qualifications: Bilingual, preferably Spanish-English, Russian-English, or other languages. A bachelor's degree or two years of postsecondary education and public speaking experience. Desired personal attributes include: a positive approach to interacting with the public, a continuous desire to update technology skills, and a sense of humor. Familiarity with e-readers, mobile devices, and library's digital content.

Working Conditions

Physical Requirements: The job requires the employee to frequently sit, stand, twist/turn, walk and maintain flexibility; constantly hear, listen, see, and speak clearly; perform manual dexterity movements; occasionally stoop/bend; and seldom sit, kneel, crawl, and balance. Must be able to lift and carry 10-25 lbs; reach at, above, and below shoulder height; grasp objects weighing 10-25 lbs.; push and pull objects weighing 50 lbs.

Mental Requirements: The job requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical and numerical sorting/filing, and perform basic math.

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Technology, Equipment, and Devices: The job requires the employee to regularly operate and exhibit proficiency with computers and commonly used computer applications, library systems and databases, email and cloud environments, and social media. The job requires the employee to operate and occasionally troubleshoot various equipment, including new consumer technology. This position may require operation of a vehicle on behalf of the District.

Work Environment: The job requires the employee to be subjected to repetition, working alone, working around others and working remotely. This position subjects the incumbent to verbal contact with others, face-to-face contact, inside and outside environments, mechanical equipment, and moving objects.

Expected Hours of Work: The job requires employees to work a varied schedule, including days, evenings, and weekends (Saturday and Sunday). Position schedule is subject to change at any time at the discretion of management. Scheduling flexibility is a must.

Expected travel: The job requires limited travel for training and conference activities.

Disclaimers: The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed. Management reserves the right to assign or reassign duties and responsibilities to this position at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Meridian Library District is an Equal Opportunity Employer. Hiring and employment practices are done without regard to race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability. In addition, preference in employment may be given to veterans who qualify under state and federal laws and regulations.

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