



## POSITION AVAILABLE: Library Assistant

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**Job Title:** Library Assistant

**Pay Type:** Hourly

**Status:** Part-Time

**Pay Rate:** \$12.55

**Hours per week:** 19 or as needed based on business needs

**Benefit Eligibility:** Not Eligible for Benefits

**Position Close Date:** Open Until Further Notice

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This Library Assistant works with a team of individuals to provide consistent, dynamic, and excellent customer service to library patrons. The incumbent assists with the daily operations of the library and performs related duties as assigned.

### Duties and Responsibilities

#### *Essential*

Provide excellent customer service to library patrons. Register new library patrons and issue patron cards; update patron records when appropriate. Check out and renew items. Receive and check in items returned and prepare them to be shelved or sent in delivery to other locations; resolve fines and fees when appropriate. Provide informational assistance to patrons and refer questions as needed. Make decisions based on library policies and procedures.

Assist with technology questions including Microsoft Office, internet, faxing, job searches and social media needs. Troubleshoot common lab and internet problems. Answer questions about operating e-readers and mobile devices for the library's electronic materials. Provide reference assistance utilizing library and state databases, library materials, and quality online sources. Provide reader's advisory services.

Sort and shelf materials according to Dewey Decimal Classification. Operates sorting machine and performs routine maintenance on machine. Maintain order of items on shelves. Maintain physical appearance of library.

#### *Marginal*

May run reports and utilize library technology to gather data and manage member accounts and library collections.

May develop and provide basic library programs. Plans, designs, and implements programming. Promote library collections and services by publicizing, planning, and conducting programs. May open and close the library and ensure the security of the building.

Performs other duties as assigned.

## **Working Conditions**

**Physical Requirements:** The job requires the employee to constantly stand, twist/turn, maintain flexibility, hear, listen, see, and speak clearly; perform manual dexterity movements; frequently stoop/bend and walk; seldom sit, kneel, crawl, and balance. The job also requires the employee 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.

**Technology, Equipment, and Devices:** The job requires the employee to regularly operate and exhibit proficiency with computers and commonly used Microsoft applications, library systems and databases, email and cloud environments, and social media. The job requires the employee to operate and occasionally troubleshoot general office equipment as well as smartphones, tablets, e-readers, gaming equipment, new consumer technology, and book carts.

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

**Expected Hours of Work:** The job requires employee 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.

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

## **Minimum Qualifications**

**Knowledge, Skills, and Abilities:** Proficient with standard Microsoft applications (including Office 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.

Exemplary customer service and desire to work in a public service role. This position requires excellent interpersonal skills and the ability to communicate effectively and appropriately with people from diverse backgrounds, including youth, families, volunteers, and coworkers. Builds and maintains positive working relationships with individuals at all levels of the organization and fosters positive partnerships with outside organizations.

**Experience:** 1-2 years experience in library, event-planning, education, retail or customer-service related position or similar experience.

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

**Training, Licenses, or Certifications:** None

**Supervisory Responsibility:** None

**Preferred Qualifications:** A college degree or 2 years of postsecondary education, or equivalent education, training, or experience. Bilingual, preferably Spanish-English, Russian-English, or other languages. 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.

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**\*\*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.