



POSITION DESCRIPTION

Title:	Library Assistant
FLSA:	Part-time, Non-Exempt
Grade:	Grade II
Department:	Information Services
Reports to:	Information Services Manager

JOB SUMMARY

Under the general direction of the Information Services Manager, in harmony with the policies of the Library, and in conjunction with the activities of other service areas, the Library Assistant will contribute to a variety of projects and services that result in connecting the Library with the community and regions it serves, including but not limited to assisting patrons with research and information. Many of these endeavors result in networking face to face, seeking opportunities in which to do so, and developing an understanding of targeted audiences' needs for services and programs that the Library can provide.

ESSENTIAL FUNCTIONS

- Provide prompt, accurate assistance to patrons of all ages and abilities with reader's advisory services, information needs and the location of library materials in person, via telephone, mail and digitally.
- Learn and practice customer service core competencies and utilize the knowledge gained for providing exemplary service when working at any service desk.
- Assist and instruct patrons in the use of the library, online and print resources, and other library resources and services.
- Assist patrons in accessing digital materials on e-readers, computers, smartphones and other technological devices.
- Assist patrons and staff with information and troubleshooting on computers, mobile devices, copiers and microfilm readers.
- Know and implement library policies and procedures.
- Ensure that items in the Reference and Special Collections areas are shelved daily and materials are kept in order and accessible to patrons and library staff.
- Provide roving reference.
- Shelf read for accuracy of material placement in the Information Service area and other areas as assigned.
- Answer inquiries about the general layout and location of library materials.
- Troubleshoot equipment and collect related usage fees as needed.
- Promote and participate in library sponsored programs, i.e. reading programs, book discussions, specialty programs.

OTHER DUTIES

- Compile and report statistics, as needed.
- Perform service area procedures.
- Collect materials around the library and mark items used in the ILS system.
- Promote excellent communication skills via the phone interactions.
- Complete special projects and tasks as assigned by the Information Services Manager.
- Perform clerical tasks related to reference collection development and preparing written reports.
- Attend team meetings as required.
- Assist all service areas of the library as needed.

- Use registration software to make room reservations.
- Acts as switchboard operator for the Library.
- All other duties as assigned which uphold the mission and vision of the library.

KNOWLEDGE, SKILLS AND ABILITIES

Customer Service:

- Maintains awareness of current and evolving public experience, through formal and informal education.
- Builds and maintains community connections through availability, proactive customer service.
- Provide prompt, attentive, and friendly customer experience in all forms of communication and interaction.
- Seek and respond to feedback from customers to improve service.
- Act responsively, initiate follow up and meet commitments.

Teamwork:

- Create and maintain positive relationships with co-workers.
- Collaborate with and support co-workers by helping out where needed.
- Ask for and listen to co-workers feedback and incorporate feedback into revised processes.
- Participate in cross-training.

Communication:

- Communicate ideas and thoughts clearly, accurately, and respectfully, listen to others and seek to understand others' perspectives.
- Communicate effectively in both oral and written form with customers and team members and maintain excellent public speaking skills.
- Demonstrate knowledge of communication techniques and methods, including alternative ways to inform and educate using electronic media, including but not limited to email, internet, and social media sites.

Adaptability:

- Willingness to take on new challenges and responsibilities with openness to change.

Image:

- Portray a positive image of the Library as a strong public ambassador; promote Library programs and services during customer interactions with a high degree of resourcefulness, tact, patience and demonstrate good judgement.

Technical:

- Working knowledge of Microsoft Office products, Internet navigation, and Google Workspace.

KNOWLEDGE, SKILLS AND ABILITIES

Comprehensive knowledge of current general public library service, policy, standards, and procedures; and general collection; with **knowledge of** reference and genealogy collection; software applications and their use; Information Services equipment.

1. **Ability to** successfully interact with a diverse patron base and other library personnel; remain focused on tasks despite frequent interruptions; perform with a high level of accuracy independent from supervisor examination; work well within teams, groups, and committees; obtain and maintain a working knowledge of library computer systems and other technologies as they pertain to Information Services; train customers in the use and services of the library; work some evenings and weekends.
2. **Ability to** match resources to meet the needs of patrons during the reference process; train adults (patrons and staff) on the use of computers, computer software and the Internet; learn public service

core competencies and utilize the knowledge gained while serving patrons; search databases effectively; deal tactfully and courteously with the public; make decisions in accordance with library policies and procedures; sort and file alphabetically and numerically; work with limited supervision; maintain composure in stressful situations

3. **Proficient skills in** all forms of effective communication, written and oral; critical inquiry and logic as applicable to work duties; skill in resolving customer complaints and concerns; usage of office and communication equipment, especially computers, computer peripheral devices, Microsoft Office software applications and the Internet; prioritization and time management.

Essential physical abilities include:

1. Sufficient **clarity of speech and hearing** or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively.
2. Sufficient **vision or other powers of observations**, with or without reasonable accommodation, which permits close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.
3. Sufficient **manual dexterity** with or without reasonable accommodation, which permits the employee to operate a personal computer and related office equipment.
4. Sufficient **personal mobility and physical reflexes**, with or without reasonable accommodation, which permits the employee to function in the context of the Library Associate position to include but not be limited to: lifting, moving, stooping, bending, reaching up to 7 ft. with the aid of step stools, carrying up to 20-30 pounds; prolonged standing and/or sitting; and the capability to push, pull or lift up to 30 pounds. May be subject to repetitive motion such as typing, data entry and vision to monitor.
5. **Environmental conditions** include those risks normally associated within the context of an office environment and potential exposure to computer and office equipment cleaning chemicals and solutions. The noise level is usually minimal.

EDUCATION AND EXPERIENCE REQUIREMENTS

- High school diploma or equivalent required; higher education preferred
- Customer service experience required; public service experience preferred
- Extensive computer usage experience and database searching with working knowledge of Microsoft Office software, email, and the Internet is required. Knowledge of library information systems a plus.

Preferred Experience / Qualities

- Experience working with diverse populations
- Experience in research
- Experience in a library setting

The position description does not constitute an employment contract or agreement between the employer and employee. It covers the most significant duties to be performed, however it is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that may be required. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

Employee

Date

Human Resources Manager

Date

