



### **POSITION DESCRIPTION**

Title: Library Assistant  
FLSA: Part-time / Non-Exempt  
Grade: Grade II  
Department: Public Services

Statements included in this description reflect the general duties and responsibilities of this position and not intended as all-inclusive.

### **RELATIONSHIPS**

Reports To: Public Services Manager  
Subordinate Staff: None  
Other Internal Contacts: Library Staff  
External Contacts: Library Patrons

### **JOB SUMMARY**

Under the direction of the Public Services Manager, and in harmony with the policies of Morrisson-Reeves Library, the Library Assistant provides exemplary service to our Library users by assisting them with locating materials and electronic resources, the proper use of computers and other Library equipment, checking materials in and out, and promoting Library services, classes, and events to Library users.

### **JOB DOMAIN**

#### **ESSENTIAL FUNCTIONS**

- Provide prompt, accurate assistance to patrons of all ages and abilities with their Library information and service needs by locating materials and electronic resources, checking materials in and out, and promoting Library services, classes and events.
- Learn public service core competencies and utilize the knowledge gained for providing exemplary service when working at any public service desk.
- Work in all Public Service zones performing various service functions efficiently and effectively.

- Assist patrons in the use of the Library online catalog, print resources, and other Library resources and services.
- Assist and instruct patrons in the operation and troubleshooting of Library computers (PC's), Online Public Access Computers (OPAC's), tablets, photocopier, and printers.
- Recognize and respond appropriately to patron complaints and / or inappropriate behaviors.
- Answer directional questions and inquiries about the general layout and location of Library materials.
- Inform patrons of, and enroll patrons for, reading programs, book discussion groups and any other Library- sponsored programs.
- Lead / coordinate library programs or events, both within or outside of the Library, with librarian or managerial support and supervision.
- Know and enforce Library policies and follow Library procedures. Resolve issues and reconcile records that may result in enforcing policies and procedures.
- Collect, handle and tabulate money collected from Library patrons.
- Inspect, clean, repair and shelve Library material and ensure that all material is kept in order and accessible to patrons and Library staff.
- Participate in collection maintenance and shelf reading for accuracy of material placement.
- Clear book drop, sort and return material to designated location.

#### **OTHER DUTIES**

- Compile and report statistics, as needed.
- Perform opening and closing procedures.
- General clerical; answer telephone and route messages
- Complete special projects and related tasks as assigned by the Public Services Manager.
- Perform clerical tasks related to collection development.
- Attend all staff and department meetings.
- Assist and provide backup to other areas of the Library as needed.
- All other duties as assigned which uphold the mission and vision of the Library.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

1. **Comprehensive knowledge of** current general public Library service, policy, standards, and procedures; and general collection; with *cursor* **knowledge of** book and audio-visual collection; basic software applications and their use; Public Services Department equipment.
2. **Ability to** successfully interact with a diverse general public customer base and other Library personnel; remain focused on tasks despite frequent interruptions; handle money and make change; work at a varied pace within the context of the working conditions listed below; 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 the Public Services Department; train customers in the use and services of the Library; work some evenings and weekends.
3. **Proficient skills in** all forms of communication, written and oral; 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.

## WORKING CONDITIONS

The **physical demands and work environment** of this position are typical of an interior/office work environment with limited physical effort required and no or very limited exposure to physical risk.

### 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 Assistant 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.
- One to two years' work experience in a public service or library position.
- Ability to organize materials alphabetically and numerically accurately.
- Basic to Intermediate computer usage experience with working knowledge of Microsoft Office software, email, GOOGLE Workspace, tablets, and the Internet.

THE ABOVE DESCRIPTION COVERS THE MOST SIGNIFICANT DUTIES TO BE PERFORMED BUT DOES NOT EXCLUDE OTHER OCCASIONAL WORK, PROJECTS OR DUTIES AS ASSIGNED BY MANAGEMENT.

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*Supervisor/Manager*

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*Date*

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*Employee*

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*Date*