**Library Assistant Job Description**

**Responsibilities:**

To perform a wide variety of complex customer service and library duties in a public library setting; to assist library patrons in making effective use of all library resources, collections and programs; to provide basic technical training to patrons and staff as needed; and to prepare materials for patron use in a timely manner. Must be able to work flexible hours, including evenings and weekends. Assists with special projects of the Library Director and Programming Coordinator as needed. Reports to the Library Director.

**Duties:**

1. Greet patrons and provide directional assistance.

2. Explain library circulation policies and procedures to patrons, and assist them with check out, computer, printer, or other equipment problems or questions.

3. Check patron status to verify registration information; issue library cards; calculate and collect fines and other charges for overdue, lost or damaged books or audio/visual materials.

4. Contact patrons regarding overdue items, books and materials that are received; respond to patrons request for information and materials.

5. Assist patrons with basic reference questions as needed; refer more difficult reference to appropriate personnel.

6. Assist library patrons with utilizing public access computers effectively including registering, reserving, printing, and accessing data and office applications.

7. Check library books and materials in and out using a computerized on-­line system; assist and advise patrons in the use of library equipment and resources.

8. Assists with library programs and displays.

9. Sorts and routes mail.

10. Processes, withdraws, repairs, or reconditions library materials.

11. Train library volunteers, and less experienced staff as needed.

12. Operate standard office equipment and perform general clerical and typing work.

13. Review materials and recommend additions and deletions to collections, withdraw materials as needed per established guidelines.

14. Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer services.

15. Responsible for maintaining confidential information in accordance with respective federal, state, and local laws.

16. Perform other related duties as assigned.

**Knowledge and abilities:**

1. General library services, organization and functions, including Dewey decimal system.

2. Basic public desk etiquette and methods of providing information.

3. Modern office practices and procedures; computer equipment and software applications related to assignment; basic arithmetic.

4. English usage, spelling, grammar, and punctuation.

5. Public library operations and automated systems, policies, and procedures.

6. Standard terminology and practices related to paraprofessional library support work;

7. Library technical resources and troubleshooting of library equipment.

8. Customer service and conflict resolution techniques.

**Physical demands:**

1. Sitting, kneeling, standing, walking, climbing stairs and stooping.

2. Talking and hearing; using the telephone.

3. Far vision at 20 feet or further; near vision at 20 inches or less.

4. Lifting and carrying up to 50 pounds.

5. Handling, processing, reading, and shelving books.

6. Typing, writing, and filing.

7. Pushing and pulling objects weighing 60-80 pounds on a book cart.

8. Mobility: travel to meetings and programs outside the library.

**Work environment:**

Inside 95%, Outside 5%. Inside work provides protection from weather conditions but not necessarily from temperature change. Outside work includes emptying of book drops in all weather conditions.

**Mental requirements:**

1. Communication skills; both written and oral

2. Reading ability; effectively read and understand information in written form.

3. Ability to comprehend and follow instructions.

4. Mathematical ability; calculate fines and copier money and make change.

5. Time management skills; set priorities and meet assigned deadlines.

**Equipment used:**

Personal computer, laptop, printer, scanner, typewriter, copy machine, fax machine, calculator, audiovisual equipment, laminator.

**Education and experience:**

1. High school diploma or GED required. College degree preferred.

2. Keyboarding and computer experience.

3. Previous library work experience preferred.

**Wage:**

The current hourly wage is $14.10

This is a part-time, non-benefits-eligible position.