

**BROWN COUNTY LIBRARY
POSITION DESCRIPTION**

Position Title:	Library Service Assistant
Location:	Central Library – Circulation Ashwaubenon Branch East Branch Kress Family Branch (De Pere) Pulaski Branch Southwest Branch Weyers-Hilliard Branch (Howard) Wrightstown Branch
Reports To:	Library Supervisor or Branch Coordinator
Department:	LIBRARY
Representation Unit:	Clerks

JOB SUMMARY:

Library Service Assistants work with library materials throughout the circulation process: checking out items to customers, checking in returned materials, re-shelving and retrieving library materials, and maintaining library collections in a neat and orderly fashion to ensure easy access.

ESSENTIAL DUTIES:

1. Maintains the order and neatness of collections throughout the Library – 50-80%
 - a. Sorts materials by call number prior to shelving
 - b. Re-shelves library materials to the proper locations and shifts as necessary
 - c. Ensures that materials are in the correct order on the shelves (Shelf Reading)
 - d. Maintains attractiveness of the Library by picking up materials from seating areas, straightening shelves and filling displays

2. Performs general circulation and customer service functions – 10-40%
 - a. Uses library circulation system or self-check stations to check out to customers
 - b. Checks in returned materials
 - c. Prepares and processes delivery among library locations
 - d. Processes holds, including receiving hold items and making holds available for pickup
 - e. Uses the library catalog or WorkFlows to search for items
 - f. Places holds on items for customers
 - g. Uses cash register or cash drawer to receive payment for fines and fees
 - h. Registers users, processes new library card applications and activates new cards

3. Assists library staff with other branch or department functions – 5-20%
 - a. Searches for library materials from printouts and lists
 - b. Provides customers with basic directions to library locations, or refers to service desks as appropriate
 - c. Assists customers in finding specific items on shelves
 - d. Performs duties related to library opening and closing

SECONDARY DUTIES:

- a. Provides customer assistance with computers
- b. Answers informational and directional questions
- c. Performs basic repair of library materials
- d. Supports library programs for adults, young adults and children
- e. Collects, sorts and delivers mail
- f. Alerts other library staff to customer behavior issues
- g. Performs other related duties as needed or assigned

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

- High School Diploma; or enrollment in high school with passing grades in current classes; or any equivalent combination of education, training and experience which provides the necessary knowledge, skills and abilities
- Must be at least 16 years old.

Licenses and Certifications:

- Candidates under age 18 must obtain and present a work permit prior to appointment.

Knowledge, Skills and Abilities:

1. Basic knowledge of library operations, services and materials
2. Strong verbal and written communication skills
3. Ability to assess users' needs and provide consistently exceptional customer service
4. Ability to represent the Library in a responsible, professional and trustworthy manner
5. Ability to adapt to changes in the work environment
6. Ability to maintain a calm demeanor under stressful or unsettling circumstances
7. Ability to follow detailed verbal and written instructions
8. Ability to work independently with minimum supervision
9. Ability to work efficiently while paying close attention to detail
10. Ability to multitask and prioritize
11. Ability to establish and maintain cooperative and courteous working relationships with staff and the public
12. Ability to meet the flexible scheduling needs of the Library
13. General mathematics skills
14. Basic general computer skills, including keyboarding, word processing and email
15. Library computer skills, including searching, circulation and database use

16. Ability to use library and general office equipment, including computer, printer, photocopier, telephone and cash register

PHYSICAL DEMANDS:

- Lifting 40 pounds maximum with frequent lifting and carrying of objects weighing up to 30 pounds
- Pushing and pulling objects weighing up to 50 pounds
- Frequent sitting, standing, walking, kneeling and climbing
- Using hand(s) for repetitive single grasping, fine manipulation and operating controls
- Frequent bending, twisting, squatting and reaching
- Communicating orally in a clear manner
- Distinguishing sounds at various frequencies and volumes
- Distance vision sufficient to distinguish people or objects under a variety of light conditions
- Vision sufficient to view computer screens and spine labels under a variety of light conditions

EXPECTATIONS:

All Brown County Library employees are expected to:

1. Uphold public library ethics and values, keeping information about customers and their use of the library confidential, and treating every customer with professionalism and dignity.
2. Follow the policies and operating procedures established by the Library Board, Library administrators, and supervisors.
3. Help other library staff members with the same commitment as Library customers. All employees are responsible for contributing to an atmosphere of teamwork and camaraderie.
4. Be at the Library on time and ready to begin work at the beginning of their scheduled shifts.
5. Represent the Library positively by dressing and behaving appropriately.
6. Show respect for all customers and coworkers. By meeting this expectation, Assistants will ensure that no customer complaints are received about their behavior.
7. Communicate clearly, both orally and in writing. This includes communicating information or concerns with coworkers or supervisors.
8. Stay up-to-date with information about the job and about the Library by reading memos, emails, etc. at least once per shift.

Library Service Assistants are expected to:

9. Re-shelve returned materials quickly and correctly, achieving an average rate of speed of at least 75 items re-shelved per hour and an average accuracy rate of 97%.
10. Keep shelves and seating areas neat and attractive as a part of regular day-to-day work.
11. Ensure that library materials are checked in and out accurately and promptly.
12. Consistently use good customer service behaviors, such as making eye contact, smiling, and presenting open body language.
13. Greet all library users with a smile, make eye contact, and ask, "Did you find everything you were looking for?"
14. Demonstrate good judgment by referring customer questions, other than directional questions, to service desks.
15. Share observations and suggestions for improving work efficiency or customer service with supervisors.

This position description and expectations should not be interpreted as all-inclusive. They are intended to identify the major responsibilities and requirements of this job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated on this description.

I have read the above position description and understand the duties and responsibilities of the position.

Employee Name (Please Print)

Date

Employee Signature

Drafted: 4/17/2012
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