

## Job Description

# Library Assistant

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<b>Name:</b>		<b>Department:</b>	Readers & Information Services
<b>Pay Grade:</b>	F	<b>FLSA Code:</b>	Non-exempt
<b>Reports To:</b>	Head of Readers & Information Services	<b>Typical Schedule:</b>	Varies, evenings and weekends as assigned
<b>Last Updated By:</b>	Donna Dunn	<b>Date:</b>	7/5/2017

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## Job Summary

Working under the direction of the Head of Readers & Information Services, the Library Assistant is responsible for assuring high patron satisfaction while staffing the reference desk and answering patron questions in accordance with current library policies and procedures.

This position does not have any supervisory responsibilities, but may oversee assigned volunteers.

## Essential Functions & Responsibilities

### Primary

- Answers questions and provides basic readers' advisory in person or via telephone, email, instant message, or any other form of electronic communication
- Provides exemplary service to patrons in a timely and confidential manner, maintaining the library's high level of customer service in accordance with the Standards of Public Service
- Maintains knowledge of current print and electronic resources to competently answer questions
- Maintains knowledge of and provides basic help with circulating and non-circulating technologies, including but not limited to tablets, eReaders, laptops, public computers, printers, copiers, scanners, and fax machines
- Demonstrates good judgment in the interpretation of library and department policies during normal workflow and emergencies
- Represents the library in a positive fashion at all times
- Performs notary services
- Works at the reference desk, as scheduled

- Attends scheduled meetings and training, as required
- Maintains awareness of overall library functions, projects, and goals

## Secondary

- Refers in-depth or extended reference and readers' advisory questions to librarians, as needed
- Participates in professional development and continuing education, as appropriate
- Keeps current on trends and issues in library practices and philosophy
- Understands and demonstrates the Standards of Public Service
- Performs other duties, as assigned

## Education Requirements

*The minimum level of formal education required to perform this job is checked.*

<input type="checkbox"/> Some high school	<input checked="" type="checkbox"/> Bachelor's Degree
<input type="checkbox"/> High school diploma or GED	<input type="checkbox"/> Master's Degree/MLIS
<input type="checkbox"/> Associate's Degree	<input checked="" type="checkbox"/> Other: Library Technical Assistant Certification

## Training, Skills, Knowledge, and/or Experience

### Required

- Excellent written and verbal communication skills
- Ability to effectively provide reference assistance and instruction services
- Strong technology skills to include: Microsoft Windows and Office applications, Google Suite applications, the internet, eReaders, and tablets
- Ability to adapt to evolving technology
- Thorough knowledge of popular materials for teens and adults, and readers' advisory resources
- Working knowledge of modern library policies and procedures, methods, practices, and materials
- Ability to exercise initiative in problem-solving and refer questionable situations to the supervisor
- Ability to complete detailed work accurately, efficiently, and on time, with minimal supervision
- Ability to plan, organize, and prioritize work assignments
- Ability to work independently or as part of a team
- Service-oriented attitude with the ability to establish and maintain effective relationships with staff and the public in order to achieve the goals and objectives of the library

## Preferred

- Successful employment experience in a public library

## Physical Requirements

	<b>Constantly</b> ( $\frac{2}{3}$ or more of the time)	<b>Frequently</b> ( $\frac{1}{3}$ - $\frac{2}{3}$ of the time)	<b>Occasionally</b> ( $\frac{1}{3}$ or less of the time)
Sitting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bending/stretching	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stooping/kneeling	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/pulling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reaching overhead (up to 75" high)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting/carrying/moving (up to 50 pounds)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reading/analyzing/interpreting data	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Viewing/working at a computer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving wheeled carts (100 lbs.) within or between buildings in all weather conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

## Scheduling

This position may require working during any of the hours that the Library is open, including evenings and weekends. Although a regular weekly schedule is established, the needs of the Library may require schedule changes and flexibility.



## Equal Employment Opportunity

The library does not discriminate on the basis of race, color, gender, religion, sexual orientation, gender identity, national origin, ancestry, citizenship, age, disability, veteran status, marital status, pregnancy, arrest record, protected order status, genetic information, or other non-job related criteria in any term, condition, or privilege of employment.

## Acknowledgement

I have read and understand the functions and requirements of this position. I understand that this does not limit the assignment of additional duties for this position, and that the job functions may change as needs evolve.

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Employee Signature

Date

