

## JOB DESCRIPTION

---

<b>JOB TITLE:</b>	Library Assistant	<b>FLSA:</b>	Non-Exempt
<b>DEPARTMENT:</b>	Circulation Services	<b>GRADE:</b>	
<b>REPORTS TO:</b>	Manager Circulation Services	<b>DATE:</b>	

---

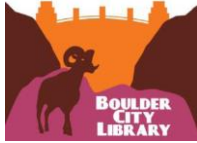
### **SUMMARY:**

Responsible for performing a variety of public service duties involving Library circulation system functions.

### **ESSENTIAL FUNCTIONS:**

*This class specification lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.*

- Provides public service to include checking library materials in and out, maintaining patron accounts in the collection of fines and fees, and registering and issuing patron cards.
- Performs telephone receptionist duties, ascertaining the nature of the call, and either personally assists the caller or directs the caller to the appropriate individual or department.
- Directs patrons to the general location of library materials, library equipment, and other departments; assists patrons with use of computers and printing services.
- Answers patron inquiries and refers to appropriate area/staff member.
- Maintains and files various records and reports appropriate to the Circulation Department.
- Assists patrons with questions regarding overdue notices.
- Performs routine shelf checks and claims returns.
- Counts money for cash register and balances cash drawer at beginning and end of the assigned shift; prepares required logs and reports.
- Interacts extensively in person and over the telephone with patrons, outside agencies, and other libraries.
- Sorts returned library materials and either personally shelves materials or places them in the designated area for the Shelver to retrieve and shelve; processes and maintains reserved library materials.
- Inspects returned library materials for damage; refers defective materials to supervisor.
- Retrieves library materials from book drops.
- Ensures that the library is safe and that patrons follow library guidelines.
- Contributes to the efficiency and effectiveness of the unit's service to its patrons by offering suggestions and directing or participating as an active member of a work team.



## JOB DESCRIPTION

## Library Assistant

### **ESSENTIAL FUNCTIONS:** (continued)

- Promotes and supports the overall mission of the Library by demonstrating courteous and cooperative behavior when interacting with public and staff; acts in a manner that promotes a harmonious and effective workplace environment.

### **QUALIFICATIONS:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.*

### **Education and Experience:**

High School Diploma/GED; AND one (1) year of customer service or library support experience; OR an equivalent combination of education, training and experience.

### **Required Certificates, Licenses, and Registrations:**

*Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.*

- None.

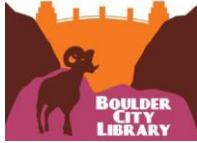
### **Required Knowledge and Skills**

#### Required Knowledge:

- Public library methods and practices as they pertain to the Circulation Department.
- Library policies and procedures.
- Automated library systems.
- Basic bookkeeping and accounting policies and practices.
- Records management principles and practices.
- Standard office practices and procedures, including filing and the operation of standard office equipment.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for working with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds.

#### Required Skills:

- Performing basic arithmetic calculations.
- Understanding and following oral and written instructions.
- Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone.
- Maintaining confidentiality of patron records and transactions.
- Maintaining accurate records of work performed.
- Using tact, discretion and prudence in working with those contacted in the course of the work.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.



## **JOB DESCRIPTION**

## **Library Assistant**

### **PHYSICAL/MENTAL REQUIREMENTS:**

*The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Mobility to work in an office setting, use standard office equipment and stamina to sit, stand and walk for extended periods of time; strength to lift and carry up to 50 pounds and push carts that weigh up to 100 pounds; agility to bend, reach and climb; vision to read printed materials and computer screens; and hearing and speech to communicate in person or over the telephone.

### **WORKING ENVIRONMENT:**

Work is performed in a library setting. Work is subject to exposure to adverse environmental conditions and dust.