

LIBRARY ASSISTANT

Grade: 3 / 3.5 with Associate's Degree or two years of college

FLSA: NON-EXEMPT

Date: 3/2019

Job Summary: Provides general assistance to library patrons, including circulation of library materials, use of technology, and other support; provides excellent customer service; checks books in and out; registers patrons for library cards; assists with book shifting; collects money for fines and copies; and performs other duties as assigned.

Essential Functions:

1. Provides information, technical support and customer service to library patrons, in person, via the telephone, and online.
 2. Assists patrons with questions, library materials, computers, and printing.
 3. Processes incoming and outgoing materials, including materials loaned between libraries.
 4. Handles cash receipts and collects money for fines, lost materials, and copies.
 5. Issues library cards and updates patron information.
 6. May open and close the library.
 7. Monitors patron behavior and enforces rules of conduct in order to maintain a safe, professional, and friendly environment.
 8. Maintains tidiness and cleanliness of front desk and library shelves;
 9. Participates actively in trainings, meetings, and conferences to maintain awareness of developments relevant to current and future library services;
 10. May assist with the development of programming;
 11. Records library statistics;
 12. Performs other duties as assigned.
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Required Knowledge, Skills, and Abilities:

1. Ability to obtain working knowledge of established library policies and procedures including those of circulation and the automated library system.
 2. Strong communication, decision-making and customer service, and organizational skills.
 3. Ability to work independently and as a member of a team.
 4. Ability to follow written and verbal instructions.
 5. Ability to operate relevant computer systems including hardware and software, such as Microsoft Word, Excel, and Polaris, electronic databases, e-mail, and Internet navigation in addition to other office equipment.
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Education and Experience:

1. High school diploma or G.E.D.
2. BA/BS preferred.
3. Six months to one year of experience.
4. Or equivalent combination of technical training and related experience.

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Physical and Environmental Conditions:

Work is conducted in a normal office setting, which provides comfortable lighting, temperature and air conditions. Work requires occasional stooping or bending. Occasional lifting, such as three to four reams of paper, four or five books, or other moderately heavy materials or equipment (20 to 40 pounds) may be required.

Work environment involves everyday risks or discomforts, which require normal safety precautions typical of such places as offices or meeting rooms, e.g. use of safe work place practices with office equipment, and/or avoidance of trips and falls, observance of fire regulations.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.