

## **LIBRARY ASSISTANT**

**Grade:**

**FLSA:**

**Date: 6/2017**

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**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.

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### **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. Assists in maintaining a safe, professional, friendly, and welcoming library environment;
5. Handles cash receipts and collects money for fines, lost materials, and copies.
6. Issues library cards and updates patron information.
7. May open and close the library.
8. Monitors patron behavior and enforces rules of conduct.
9. Attends training sessions and provides workshops for staff members as applicable;
10. May assists 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 skills.
3. Ability to work independently and as a member of a team.
4. Ability to follow written and verbal instructions.
5. Good communication and organizational skills.
6. Ability to provide information and guidance to volunteers and other staff performing similar work;
7. Strong communication, interpersonal skills, decision-making and problem solving skills;

8. 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.
3. Or equivalent combination of technical training and related experience.

**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.

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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.