

LIBRARY ASSISTANT

Part-Time

DESCRIPTION OF WORK

Create a welcoming environment for library customers. Assist library customers with selection of materials, usage of their accounts, and library technology. Promote library services and activities.

REPORTING RELATIONSHIPS

Supervision Received - Library Director and Assistant Director

Supervision Exercised - None

ESSENTIAL FUNCTIONS OF THE JOB

The following are typical duties for positions in this classification. Any single position may not perform all these tasks and/or may perform similar related duties not listed here:

- Greet and assist customers, employing effective customer service skills.
- Assist and instruct customers in finding materials and information using library catalog, and electronic resources.
- Perform general circulation duties efficiently including: shelving, check-in, check-out, and processing reserves and renewals.
- Process applications for new library cards.
- Respect confidentiality of library customers and library records.
- Answer phone calls and emails from customers promptly and courteously.
- Provide technology support for customers on a variety of platforms including library computers and personal devices such as tablets, laptops, or smartphones.
- Keep the library tidy and inviting by shelf reading, straightening, and dusting shelves.
- Handle disruptive situations calmly and quickly.

ADDITIONAL EXAMPLES OF WORK PERFORMED

- Prepare books for circulation by applying appropriate covers and identifying labels.
- Assist with collection selection and deselection as assigned.
- Prepare passive programming and library displays through the library.
- Research and prepare library materials for interlibrary lending.
- Represent the library at programs and community events.
- Support the community with outreach efforts.
- Schedule meeting rooms for use by outside organizations.
- Complete other duties as assigned.