

## Library Assistant Position Description

The Library Assistant is responsible for performing a variety of tasks related to assisting the public with library services. The Bloomfield-Eastern Greene County Public Library (BEGCPL) staff work in a team-oriented environment and are responsible for assisting with library circulation, reference questions, and referrals in the youth and adult service areas, depending upon the day's assignment.

### **Library Assistant Basic Duties and Responsibilities**

The following functions are considered essential to this position, and are indicative of the duties and responsibilities associated with this position, but are not intended to be all-inclusive. These duties are important in order to keep the library running smoothly. Other library-related projects and duties will be assigned when needed and appropriate.

- Assist patrons at circulation desk:
  - Checking materials in and out
  - Locating and selecting materials using the library catalog
  - Obtaining materials elsewhere if not available on the library premises
  - Processing hold requests
  - Receiving money from patrons for fines, copies, faxes, donations, ongoing book sale, and other income sources
  - Answering reference and general information questions for patrons
  - Recording Community Room and Annex reservations
  - Making copies, scanning materials, and placing/receiving faxes for patrons
  - Answering phone
  - Registering new patrons
  - Updating, and maintaining patron profiles within Evergreen
  - Promoting library activities and services to patrons
  - Teaching people how to use the library resources
- Print and pull the daily holds list for your area
- Process Inter Library Loans (ILL) each weekday – pack for pick-up week days, and un-pack ILL deliveries week days
- Sort and shelf materials according to their categorization
- Inspect the condition of books before and after check-out to ascertain any damage on behalf of the patron
- Provide initial technology support, reader's advisory, and ready reference to all library patrons
- Assist in providing assistance and instruction regarding the use of databases, catalogs, and computer applications
- Assist with library events and reading sessions
- Settle any disruptions or disturbances in the library
- Effectively handle difficult patrons with good patron service, especially in cases of disagreement over fines or lost materials
- Empty book drop
- Follows cash management procedures and internal controls
- Examine materials on shelves to verify accuracy of placement (shelf-reading & shifting as needed)
- Attend monthly staff meetings
- Attend trainings and workshops
- Perform other duties on request

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### **Skills and Requirements**

#### Necessary skills:

- Confidence, strong written and verbal communication, and interpersonal skills - Library Assistants will come in contact with the public on a daily basis, helping them find books and check them out
- Basic computer literacy, such as ability to navigate in a Windows environment, use a Web browser and standard Microsoft software, such as Word and Excel - Library Assistants also use library software daily to help people do research or look for material, as well as maintain the library's database
- Ability to work independently with minimal supervision as well as part of a team - Library Assistants need to listen to the patrons who need their help, answer their questions clearly and teach them how to use the resources. They also have to follow instructions from librarians
- Outstanding organizational skills - Library Assistants have to be detail-oriented in order to make sure information and material is filed correctly
- Ability to follow oral and written instructions
- Attention to detail and good problem solving ability
- Ability to handle multiple tasks concurrently
- Use of discretion with regard to patron privacy
- Tact in handling displeased patrons and providing a positive patron service experience for all patrons

#### Physical requirements:

- Must be able to:
  - Carry/lift heavy stacks and/or boxes of books (about 35 lbs)
  - Bend low and reach high to shelve books
  - Push a library cart
- Vision is necessary in all aspects of the position such as equipment use, observance of patron behavior, paperwork, observing safety of co-workers, public, etc.
- Hearing is necessary for receiving instructions and requests from patron, and for communicating on the telephone
- Talking is necessary for communicating with employees, residents, and the general public
- Taste and Smell are necessary for detecting fumes and gases
- Dexterity is necessary for operating equipment, handwriting, computer keyboard operations, etc.
- Mobility is needed to walk around the library, in the meeting and storage areas

#### Basic Requirements:

- High school diploma or equivalent certification
- One year of patron service or library experience. College education may be substituted for experience
- Must be able to comprehend, speak and write the English language
- Must be able to operate a computer

### **Job Search info – Pay, schedule, travel,**

Job Type: Part-time

Pay: \$10.00-\$14.00 per hour

Schedule: Average 20 hours per week

Shift: 4-8 hour shift; Days & Evenings, Some Saturdays – all within or around Library open hours

Education: High school diploma or equivalent

Experience: 1 year of patron service, preferred

Language: English (Required)

Location: Both the Bloomfield and Eastern Greene County branches – transportation is required

Benefits: Paid time off