



MILANOF-SCHOCK LIBRARY

Library Position Description

POSITION TITLE: Library Assistant I
CLASSIFICATION: Regular Part-Time
REPORTS TO: Circulation Coordinator

Position Summary: The Library Assistant I greets and assists Library patrons. The person in this position provides patient, helpful customer service at the Service Desk in accordance with best practices in customer service and established Library policies and procedures.

Minimum Qualifications:

- Education: High School diploma or equivalent
- Experience: Demonstrated customer service experience. Experience working in a library, office environment, or public service setting a plus

Responsibilities:

- Promotes a pleasant and welcoming atmosphere in the library
- Answers phone, performs circulation functions, helps patrons and answer basic questions
- Registers new patrons for library cards and internet access, makes up welcome packets for new patrons, registers people for programs
- Processes patron requests for Inter-Library Loans
- Troubleshoots basic computer and printer problems
- Helps maintain a clean and functioning facility
- Empties book drop
- Handles monetary transactions including the use of a cash register
- Attends offsite training workshops when needed, or requested by the Executive Director
- Ensures the Library is opened and closed securely
- Other duties as assigned

General Requirements:

- Fulfills continuing education requirements including attendance at educational workshops as recommended by the Executive Director
- Attends relevant staff meetings
- Maintains confidentiality and ethical behavior in all library matters
- Must be able to work weekends and evenings

Knowledge, Skills, and Abilities:

- Excellent customer service skills - friendly, cheerful personality, enjoys working with the public
- Detail oriented, must be able to perform varied library work quickly, accurately, and under minimal supervision
- Ability to understand and follow verbal and written instructions
- Must be able to work independently as well as with a team
- Must be flexible, creative, patient, and have a sense of humor
- Computer skills, i.e. internet and be able to do basic troubleshooting for patrons

- Ability to work with and serve a diverse community of library users and patrons in a professional, tactful and courteous manner
- Ability to handle, lift, move and shift library materials weighing up to 25 lbs., to wheel book carts weighing up to 125 lbs., to stand up to 4 hours at a time, and to sit, kneel, walk, stoop and reach repeatedly throughout the day
- Familiarity with the Library's automated systems, software, and databases
- Familiarity with tablets, e-readers, smart phones and social media
- Ability to work flexible hours
- Possession of a valid driver's license

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.

I _____ attest to reading the above job description and will fulfill the position to the best of my ability.

Signed

Dated

Witnessed

Dated