

**Madison County Public Library
Job Description (April 2014)
Library Assistant**

Position Description

The Library Assistant is responsible for consistently and actively providing high-quality service to all customers, as well as promoting an accommodating, welcoming library environment. Library Assistants help customers with information needs and general library usage.

Supervision Received

The Library Assistant is under the supervision of the Branch Services Supervisor. This position does not have supervisory responsibilities.

Essential Duties

- Provides excellent customer service to all library customers by assisting in all realms of public library usage, including general reference and information needs, reader's advisory, computer and technology assistance, and item location
- Initiates interactions with library customers to discover information needs
- Communicates effectively, professionally, and courteously with both internal and external customers
- Circulates materials, including processing reserves, checking items in and out, shelving items as needed and assuring that materials are easily located
- Extends borrowing privileges to new cardholders, along with verifying and updating existing customer information, and processing payments and credits on all library accounts
- Uses good judgment along with knowledge of Library policy and philosophy to resolve minor customer issues
- Applies library policy and procedure consistently, fairly, and in a manner that promotes excellent customer service
- Instructs customers on using the library's online catalog, website and online calendar
- Participates in regular collection maintenance
- Assists in technical aspects such as cleaning and repair of materials, processing periodicals, managing Popular Authors Club hold lists, coordinating volunteer activities, evaluating donated materials and other duties as required
- Checks library email daily to maintain currency in library news, announcements, programs, initiatives
- Keeps work area clean, handles minor cleanups, and reports building or maintenance issues to management

Required Knowledge, Skills, and Abilities

This person must be able to:

- Establish and maintain a positive working relationship with a diverse community of customers and library staff.

- Communicate effectively in both oral and written form with customers and staff.
- Follow oral and written instructions.
- Have a working knowledge of Microsoft Office products, Microsoft Windows, and Internet navigation, as well as perform basic computer troubleshooting.
- Operate computers, printers, copiers, fax machines, and other library equipment.
- Work a flexible schedule which may include day, night, and weekend hours.
- Exhibit flexibility and a willingness to work in a dynamic, busy, and changing environment.
- Learn, understand and apply library policy and procedure.
- Apply basic math and literacy skills.
- Maintain confidentiality of customer information and library records.

Minimum Experience, Education, and Training

- GED or high school diploma required. Some college experience preferred, or any equivalent combination of education and experience that provides the required knowledge, skills and abilities.
- Customer service experience required.
- Ability to work weekends and evenings required.
- Willingness to travel to and attend conferences, including the ability to stay overnight if needed.

License/Certification

Full-time Library Assistants must have the ability to be certified at the Library Experience level within 5 years of employment. All employees must satisfactorily pass a background investigation.

Physical Characteristics

- Sufficient powers of speech, hearing or other common capabilities, with or without reasonable accommodations, to enable the employee to communicate effectively
- Sufficient vision or other powers of observation, with or without reasonable accommodations, to enable the employee to review a wide variety of materials in both electronic and print formats
- Sufficient manual dexterity, with or without reasonable accommodation, to enable the employee to function in a general office environment
- Able to reach above the head and below the knee to retrieve shelved items
- Pushing or pulling of book truck of up to 50 pounds
- Mobility necessary to aid patrons
- Lifting and handling of books and materials up to 20 pounds
- Packing and unpacking boxes

Work Devices

- Cash register
- Computer and peripherals

- Copy machine
- Fax machine
- Book cart
- AV equipment
- Multi-line telephone
- Calculator
- Other general office equipment

Work Environment

- Climate-controlled inside work environment with occasional outside work
- Exposure to dust and mold
- Exposure to noise
- Exposure to ink on printed page
- Exposure to chemicals
- Exposure to disease
- Barrier-free building, possible need to visit limited access buildings

The Library Assistant position includes both full and part time assignments at all library locations. This position by its nature will include some evening and weekend work. The changing nature of this job may mean that this description may be amended at any time.