

Job Description: Branch Services – Library Assistant

Position Summary:

Employment Status: Full-Time
Primary Location: Richmond Location
Reports to: Branch Services Manager
Supervisory Responsibilities: No

Position Description:

The Library Assistant is a customer service position that is responsible for delivering library materials, programs and services directly to customers, maintaining a welcoming and relevant library experience, and accurately processing library transactions. Library Assistants demonstrate exemplary service skills, and remain a knowledgeable resource for customer reference questions, reader's advisories and general library usage information.

Essential Responsibilities:

- Creates a welcoming library experience for all customers by embracing public library guiding principles, Intellectual Freedom and community service.
- Delivers excellent customer service to all library customers.
- Initiates interactions with library customers to discover and meet a variety of needs.
- Accurately processes library transactions, using the Integrated Library System (ILS).
- Accurately shelves materials in the collection, and performs regular collection maintenance tasks as directed by the Branch Services Manager.
- Maintains library visual presentation standards and material displays.
- Maintains accurate customer information in the library ILS, while ensuring that sensitive customer and library information is handled according to library staff procedures.
- Accurately processes cash and card transactions.
- Applies Library Use Policies consistently, fairly, and in a manner that ensures library customer service standards are achieved.
- Maintains knowledge of basic computing and library digital services, and assists customers with technology–related questions.
- Actively promotes library programs, public meeting facilities and community services.
- Keeps work area clean and customer–ready, ensuring that safety and maintenance issues are reported to the Branch Services Manager.

Required Knowledge, Skills and Abilities:**Applicants must have the capacity to:**

- Accurately organize library materials by alphabetical and numerical order, and by title, author, series, etc.
- Operate a computer, and perform tasks like basic computing, opening and managing files, formatting and sending print jobs and internet navigation.
- Apply knowledge of MSOffice Suite, Mac iOS, and Google Drive.
- Communicate professionally and effectively in written, oral and electronic forms.
- Follow written and verbal instructions.
- Operate library office print/scan/FAX/copy equipment.
- Accurately handle cash and card transactions.
- Apply math and literacy skills, and follow library staff procedures.
- Demonstrate good judgement and sound problem solving skills.
- Exhibit flexibility, patience and willingness to work in a dynamic, busy, every–changing environment.
- Actively listen, and communicate clearly and positively with customers and library teams.
- Fulfill individual role on the library team, and actively provides support and assistance to others.
- Demonstrate sound work methods and personal effectiveness on the job.
- Learn quickly, as well as accept and respond to coaching and feedback.
- Establish positive and productive work relationships with customers and co-workers.
- Maintain confidentiality of customer and library records.

Minimum Experience, Education and Training:

- High School Diploma or GED required. College experience preferred, or any equivalent combination of education and experience that provides the required knowledge, skills and abilities.
- Customer service experience required.
- Work a flexible schedule that may include evenings, weekends and some holidays

Licenses and Certifications:

- Full–Time Library Assistants must have the ability to be certified through KDLA at the Paraprofessional Level within 5 years of employment.
- All employees must satisfactorily pass a background investigation.

Physical Characteristics:

Applicants must have the ability to perform the following, with or without reasonable accommodations:

- Sufficient powers of speech, hearing or other common capabilities that enable the employee to communicate effectively.
- Sufficient vision or other powers of observation that enable the employee to review a wide variety of materials in both electronic and print formats.
- Sufficient manual dexterity that enable the employee to function in a library environment.
- Able to reach above the head and below the knee to retrieve or place shelved items.
- Pushing or pulling of book carts of up to 50 pounds.
- Mobility necessary to aid customers.
- Lifting and handling of books and other library materials up to 20 pounds.
- Packing and unpacking of boxes.

Work Devices:

- Computer and Peripherals
- Cash Register and Credit Card Processor
- Calculator
- Print/Copy/FAX/ Scan Equipment
- Book Cart
- A/V Equipment
- Multi-Line Telephone
- Exterior Book Lockers

Work Environment:

- Climate—Controlled indoor work environment with occasional outdoor work
- Exposure to dust and mold
- Exposure to noise
- Exposure to ink on printed page
- Exposure to chemicals
- Exposure to potential diseases
- Barrier-free building, possible need to visit limited access buildings