

## **Library Services Assistant**

**Nature of work:** Performs clerical work in one or more areas of the library under general supervision. This includes the operation of various pieces of office equipment, data entry, interacting with the public or staff, and related office duties. Performs specialized library activities under supervision with independent judgment and action within specific parameters.

Positions in this classification: Processing Assistant

Requirements: High school diploma and significant related work experience or some postsecondary education

***Classified Part Time 20-28 hr per week***

***Available Monday – Saturday***

***Education/Experience: High School Diploma or GED, previous library work experience, comfortable with technology***

***Salary: \$11-\$14***

**Nature of work:** Performs clerical work in one or more areas of the Library under general supervision of the director. This includes the operation of various pieces of office equipment, data entry, interacting with the public or staff, and related office duties. Performs specialized library activities under supervision with independent judgment and action within specific parameters.

### **Job Duties and Demands:**

- Assists patron in the use of library materials and services, including basic reference and readers' advisory services, in person and by phone
- Uses the library's automated system to check materials in/out, process holds and interlibrary loans, register new cardholders, collect fines/fees, and answer inquiries
- Assists customers with the use of library equipment, including but not limited to the online catalog and public computers
- Perform data entry tasks including entering cardholder registration, library databases updates
- Carries out opening and closing routines including cash drawer
- Catalogs some library materials under the supervision of the Cataloging Specialist
- Maintains and updates website and social media postings.
- Provides knowledgeable assistance to local history and genealogy researchers
- Prepares thank you letters and correspondence related to donations of gifts and memorials
- Organizes and preserves existing local area archival materials for the collection
- Evaluates and selects new and existing local history and family history materials for addition to or deletion from the collection
- Assesses user needs, assists them in making effective use of the collection, and answers reference questions
- Operates and assists with maintenance of computer, microfilm, and other equipment
- Provides displays, organization of materials and suggests changes and/or purchases in the library
- Functions as member of a team striving for excellence in provision of library services

- Thorough knowledge of services, programs and materials available throughout public library
- Detail-oriented work habits
- Performs duties related to rotating collections, collection maintenance, and physical processing of materials
- Plan and participate in children/teen programs, as well as, other activities for the library.
- Performs related work as required and assigned for the efficient and effective operation of the library
- Assists in keeping library clean and neat
- Knowledge of and commitment to excellent patron service
- Ability to work effectively despite frequent interruptions
- Ability to maintain composure while handling customer complaints
- Good interpersonal and communication skills, in person, by phone, and online
- Skilled at working cooperatively and collaboratively with customers and staff to achieve results
- General knowledge of the library's services and materials, including Dewey Decimal system
- Ability to understand and follow oral and written instructions
- Ability to see, read, and understands catalog records and to apply the information they contain
- Ability to operate and perform routine maintenance on equipment including the telephone, FAX, copier, printer, and other office equipment.
- Able to stand, walk, and use hands to perform tasks the majority of the work day
- Flexible, adaptable, and able to flourish in a changing environment
- Dependable, motivated self-starter able to work a flexible schedule, including evenings and weekends
- Any other duties as assigned by the Director

**Physical Demands:** The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individual with disabilities to perform the essential functions. Individuals may need to sit or stand for extended periods. Manual dexterity to manipulate library materials required. Ability to communicate orally and in writing effectively. Work extensive hours at the computer screen. Reaching above shoulder heights, below the waist or lifting as required to file documents or store materials throughout the workday. Ability to do repetitive tasks with speed and accuracy. Employee may need to carry, push, pull, or lift up to 30 pounds. Proper lifting techniques required. Push and pull fully loaded 50-100 pound book trucks, Ability to work under pressure, coordinating multiple responsibilities simultaneously, and meet firm deadlines.

**NOTE:** This job description does not necessarily reflect all aspects of the job function. The job description is not a contract between the library and the employee. The Jackson County Public Library is an at will employer. The job description duties may be changed at the discretion of the library and/or the library may request the employee to perform duties that are not listed on the job description.