

LIBRARY ASSISTANT

Part-Time

DESCRIPTION OF WORK

Creates a welcoming and inclusive environment for all library customers. Assists patrons with locating and selecting materials, using their library accounts, and accessing library technology. Promotes library services, programs, and activities to enhance community engagement.

REPORTING RELATIONSHIPS

Supervision Received - Library Director and Assistant Director

Supervision Exercised - None

ESSENTIAL FUNCTIONS OF THE JOB

The following examples are typical of the duties performed by positions in this classification. Not all duties listed may be performed, and other related tasks may be assigned.

- Greet and assist customers using effective customer service skills.
- Assist and instruct customers in finding materials and information using the library catalog and electronic resources.
- Perform general circulation duties efficiently, including shelving, check-in, check-out, and processing reserves and renewals.
- Process applications for new library cards.
- Maintain confidentiality of library customers and records.
- Answer phone calls and emails promptly and courteously.
- Provide basic technology support for customers on a variety of platforms, including library computers and personal devices such as tablets, laptops, or smartphones.
- Keep the library tidy and inviting by shelf reading, straightening, and dusting shelves.
- Handle disruptive situations calmly and appropriately.

ADDITIONAL EXAMPLES OF WORK PERFORMED

- Prepare books for circulation by applying appropriate covers and identifying labels.
- Assist with collection selection and deselection as assigned.
- Prepare passive programming and library displays through the library.
- Research and prepare library materials for interlibrary lending.
- Represent the library at programs and community events.
- Support the community with outreach efforts.
- Schedule meeting rooms for use by outside organizations.
- Complete other duties as assigned.

MINIMUM QUALIFICATIONS

- Graduation from high school or equivalent.
- Some customer service experience, preferably in a public-facing environment.
- Basic computer literacy, including the ability to use email, word processing and the internet.
- Ability to communicate effectively with people of diverse backgrounds and ages.
- Ability to learn and apply library policies, procedures, and cataloging or circulation systems
- Willingness to work evenings and weekends.

PREFERRED QUALIFICATIONS

- Prior experience in a public library, school library or customer service environment.
- Experience working with computers, printers, or mobile devices.
- Proficiency with Microsoft Office, Google Workspace or basic computer troubleshooting.
- Flexibility to adapt to changing priorities and technologies.
- Strong attention to detail and organizational skills.
- Excellent verbal and written communication skills.

PHYSICAL AND ENVIRONMENTAL CHARACTERISTICS

- Ability to lift, carry, push, and pull library materials, book carts, and supplies - typically up to 25 - 40 pounds
- Ability to reach, bend, stoop, squat, and stretch to retrieve and shelve materials at various heights
- Ability to stand and walk for extended periods.
- Manual dexterity and fine motor skills to handle books, library cards, keyboarding, and small objects.
- Visual and auditory ability to read labels, computer screens, and hear patrons or staff during normal interactions.
- Ability to operate standard library and office equipment, such as computers, barcode scanners, printers, and copiers.

Work Environment:

Work is typically performed in a library setting with frequent contact with the public. May involve occasional exposure to dust or cleaning products used in routine library maintenance.

DISCLAIMER

This job description is not meant to be all-inclusive of the duties and responsibilities of the job. It does not constitute an employment contract and may be modified as necessary.