

Position Title	Library Assistant		
Working Title			
FLSA Status	Eligible	Payroll Code	0300
Salary Band	A2	Revised	February 17, 2021

General Purpose

Working under close supervision or clearly defined procedures, this position provides prompt and friendly service to customers

Illustrative Examples of Duties and Responsibilities

Provides front-line customer service:

- Assists customers with material check out; may deliver materials to customers at District locations
- Issues/renews library cards and updates customer information using the library's automated system
- Responds to customer inquiries regarding library services and operations; resolves routine issues; refers inquiries or issues to others as appropriate
- Instructs customers in the basic use of library equipment and technology, including, but not limited to: logging in and out of public computer and printing stations, and accessing library account information and paying fines and fees online
- Receives and processes money received from customers
- Checks materials in

Inspects returned materials for damage. May assess damage charges and complete the customer billing process.

Places holds and retrieves items placed on hold for customers.

May perform cash reconciliation as assigned.

Processes and prepares materials for shipment; processes items for holds pickup.

Cleans and disinfects work and public areas in the library during assigned shift.

May reserve meeting rooms and/or computer stations for customers.

May participate in visits to adult care facilities, including preparing materials, checking materials out to customers on the visit, and driving District vehicles.

May prepare library for opening and/or closing.

May sort, shelve and organize library materials

May perform seasonal tasks such as shoveling snow and spreading ice melt.

Performs other related duties as assigned.

Supervision

Reports to:	Operations Supervisor or Library Supervisor
Supervises:	n/a

Minimum Qualifications

Required	High school diploma or equivalent
	Two years recent customer service experience
Preferred	One year customer service experience in a library setting

The District may accept an equivalent combination of education and experience in lieu of the above requirements.

Necessary Knowledge, Skills & Abilities

Knowledge of	Alphabetic, numeric and/or alphanumeric order
	Dewey Decimal system of classification, or the ability to learn to use the system
	Library services and resources;
	Proper cash handling procedures
Skill in	Use of Microsoft Office and other software applications
Ability to	Communicate effectively with staff and others, both orally and in writing
	Consistently demonstrate effective customer service behavior(s);
	Interact in a professional and respectful manner with District staff and the public;
	Maintain confidentiality of customer information;
	Establish and maintain effective working relationships in a team environment;
	Use initiative, problem-solving skills, and sound judgment;
	Work quickly and accurately; follow directions; meet deadlines.

Work Environment

Work is performed primarily in a library environment The noise level is usually quiet to moderate. Work may be performed outdoors and exposure to extreme weather conditions may occur.
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Physical Demands

An individual performing the duties in this position may be required to stand, walk, stoop, kneel, reach, bend, and/or crouch for extended periods of time; lift, carry and/or grasp up to 40 pounds and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or hand truck. May occasionally be required to push and/or pull objects weighing up to 200 pounds on a wheeled cart. May be required to perform duties outdoors, in various weather conditions.

Special Requirements

Background check required per policy.
Must have valid driver's license and required mandatory insurance when operating a privately owned vehicle for business purposes.
Must be able to travel to various locations to perform work, and/or attend work-related meetings, workshops or conferences.
May be required to drive a District vehicle to various locations to perform work. Valid driver's license required when driving District vehicle.

The duties listed above are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.