

Position Title	Library Assistant		
Working Title			
FLSA Status	Eligible	Job Code	0300
Salary Band	A2	Revised	May 2, 2019

### 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

Checks materials in/out; assist customers at check out stations; places holds and retrieves items placed on hold for customers.

Issues/renews library cards and updates customer information using the library's automated system.

Receives and processes money for the payment of fines and fees. May perform cash reconciliation as assigned.

Responds to customer inquiries regarding library services and operations; resolves routine complaints; refers inquiries or issues to other departments or staff as appropriate.

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

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

May use common off-the-shelf products to clean library materials and equipment.

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

May instruct 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.

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

Performs other related duties as assigned.

### Supervision

Reports to: Operations Supervisor or Library Supervisor

Supervises: n/a



www.sclld.org  
Administrative Offices  
509.893.8200  
fax 509.893.8472

Airway Heights Library  
509.893.8250

Argonne Library  
509.893.8260

Cheney Library  
509.893.8280

Deer Park Library  
509.893.8300

Fairfield Library  
509.893.8320

Medical Lake Library  
509.893.8330

Moran Prairie Library  
509.893.8340

North Spokane Library  
509.893.8350

Otis Orchards Library  
509.893.8390

Spokane Valley Library  
509.893.8400

## Minimum Qualifications

### Required

- High school diploma or equivalent required
- Two years 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
- Library services and resources;
- Proper cash handling procedures

### Skill in

- Use of computer systems and various software programs, including ILS.

### 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/Physical Demands

Work is performed primarily in a library environment while sitting/standing at a desk for extended periods of time. This position requires frequent public contact. Moderate stress may be encountered due to heightened library activities or intense customer interactions. The noise level is usually moderate.

An individual performing the duties in this position may be required to sit or stand for long periods of time, lift or move up to 40 pounds, and/or push and/or pull objects weighing 50-100 pounds on a wheeled cart or hand truck.



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## Special Requirements

- Criminal background check required.
- 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 other locations to perform work, and/or attend work-related meetings, workshops or conferences.
- May be required to drive a District vehicle to other 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.*



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