

Avalon Free Public Library Position Description

Position: PT Library Assistant (Seasonal)	Department: Library
Reports to: Circulation Coordinator	Revised: March 2022
Status: Nonexempt	

Position Summary

Working at the circulation desk, checks in and out materials, collects fees, shelves and shelf reads materials, assists patrons using library computers, and performs other duties to facilitate the smooth functioning of the Library. The Library Assistant also may be assigned to other off-desk areas of responsibility as necessary.

Contacts

The Library Assistant has internal contacts with the entire administrative staff and external contact with patrons and the general public. This position has access to patron information and Library resources.

Functions

- Working at the circulation desk, check in/out materials, collect fines and other monies, answer incoming phone calls, process library items, empty book drop, and reader advisory.
 - Shelf library materials accurately and efficiently
 - Resolve patron complaints and respond to patron suggestions.
 - Process Library membership applications per guidelines.
 - Facilitate materials requested on “hold” and contact patrons when materials are ready.
- Assist patrons using Library computers and/or their own computers and mobile devices.
 - Help patrons access the library network.
 - Assist with logon/off procedures.
 - Support patrons using Microsoft Office, cloud software, and other common computer apps/software.
 - Troubleshoot computer issues at the patron’s terminal or printers and report unresolved problems.
 - Serve as primary point of contact for patrons using the Library’s remote printing service.

Collateral Functions

1. Adheres to the Library’s security guidelines and ensures the appropriate handling of sensitive information.
2. May work non-traditional hours based on operational needs and to meet the needs of the community.
3. Completes special projects specific to the function of the Library or as needed for the Library.
4. Other duties as assigned within the scope of position expectations.

Knowledge, Skills, and Abilities

- A. Knowledge of the methods, techniques, and procedures used in planning and implementing circulation desk and reader advisory activities.
- B. Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with Library patrons, co-workers, and the community.
- C. Excellent computer skills in a Windows environment. Proficiency using iOS and Android desired. Proficiency using email, internet browsers and common software. Adaptable technology skills.
- D. Ability to learn and use various library software and systems.
- E. Strong written and verbal communication skills.
- F. Experience using video conferencing in a professional setting.
- G. Ability to follow-up and follow-through with strong attention to detail.
- H. Ability to work well and maintain professionalism under occasional times of stress and pressure.
- I. Familiarity with operating office equipment and standard clerical practices.
- J. Demonstrates ability to follow oral and written instructions independently.
- K. Adheres to all Library and departmental policies and procedures.

Experience, Education, and Licensure

Minimum Experience: Work experience demonstrating strong communication and customer service skills required. Proficiency using Windows, email, and MS Office required. Willing to learn new software and systems. Prior public library experience, preferred. One (1) year FT customer service or teaching experience, required.

Minimum Education: High School Diploma or equivalent.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will spend the majority of their time standing at the circulation desk, on the Library floor, and while shelving books. The employee will occasionally reach, stoop, kneel, or climb a stool to shelve books.
2. The employee will use their hands to use Library tools and equipment; such as a computer keyboard and mouse.
3. The employee must occasionally lift and/or move up to 35 pounds; and occasionally push/pull a loaded book cart weighing up to 200 lbs over carpeted floors for up to 60 feet or pull a loaded book drop cart from the outside of the Library into the building.
4. The employee will frequently speak and listen when interacting with co-workers and patrons.
5. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The noise level in the work environment is usually moderate.
2. Patron traffic fluctuates on a seasonal basis.
3. The temperature in the work environment is controlled.
4. Although work is primarily indoors, you may be required to travel outside to other community locations.

Nothing in this position description restricts management's right to assign or reassign duties to this job at any time.