

Job Description

Job Title: Library Assistant I

Department:

Supervisor:

FLSA Status:

Summary

Assists patrons in use of library services and helps librarians acquire and catalog materials by performing the following duties.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Issues borrowers' library identifications, locates and checks out materials to patrons, inspects returned materials for damage, and records and receives overdue fines.

Reviews records to compile list of overdue books.

Processes and maintains reserve materials and handles requests for interlibrary loans.

Transports materials from book drops to library for sorting.

Sorts materials according to classification code and need for repair, and returns them to shelves, files, or other designated storage areas.

Sorts and shelves new materials.

Answers inquiries of nonprofessional nature and refers persons requiring professional assistance to appropriate staff.

Provides general information about library services and facilities.

Helps patrons in the use of public access catalog and discovering online services

Helps patrons with copying and faxing services.

Assists patrons in use of electronic equipment.

Designs and prepares exhibits of library materials or other decorations.

Updates borrower records as requested.

Answers phones.

Maintains a positive attitude when communicating with customers and staff.

Answers routine inquiries using the library's data systems, and refers those requiring further assistance to Senior Assistant or Library Manager.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

Use of Technology - Demonstrates required skills; adapts to new technologies; uses technology to increase productivity; keeps technical skills up to date.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; displays understanding of how job relates to others; uses resources effectively.

Continuous Learning - Seeks feedback to improve performance; continuously build knowledge and skills.

Analytical - Uses intuition and experience to complement data.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Cooperation - Establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Communications - Keeps others adequately informed.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; responds to requests for service and assistance; meets commitments.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Written Communication - Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.

Team Leadership - Acknowledges team accomplishments.

Leadership - Effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness.

Impact & Influence - Pursues and wins support for ideas.

Conflict Resolution - Encourages open communications; confronts difficult situations; maintains objectivity; keeps emotions under control; uses negotiation skills to resolve conflicts.

Business Acumen - Aligns work with strategic goals.

Cost Consciousness - Conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values.

Strategic Thinking - Adapts to changing conditions.

Personal Appearance - Dresses appropriately for position; keeps self well groomed.

Achievement Focus - Demonstrates persistence and overcomes obstacles.

Adaptability - Adapts to changes in the work environment; able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; seeks increased responsibilities; asks for and offers help when needed.

Innovation - Meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas.

Judgement - Exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

Planning/Organizing - Uses time efficiently.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity - Completes work in timely manner; works quickly.

Safety and Security - Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Completion of high school or GED. Associates Degree or equivalent from two-year College or technical school; or one to two years related experience and/or training; or equivalent combination of education and experience, Preferred.

Language Skills

Individuals must have the ability to respond effectively to customer, coworkers, and/or supervisor's questions.

Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability

Individuals must have the ability to solve small every day library customer issues.

Computer Skills

A competent level of keyboarding skills is required.

Certificates, Licenses, Registrations

Driver's License.

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.

While performing the duties of the job, the employee is regularly required to talk or hear. The employee is frequently required to sit and use hand and fingers to handle or feel. The employee is occasionally required to walk; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and /or move up to 50 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.