

## Avalon Free Public Library Position Description

Position: PT Library Assistant	Department: Library
Reports to: Circulation Coordinator	Revised: February 2025
Status: Nonexempt	

### Position Summary

Working at the circulation desk, check in and out materials, collect fines, shelve and shelf read materials, assist patrons using Library computers and mobile devices and perform other duties to facilitate the smooth functioning of the circulation and tech help desks. The Library Assistant works directly with the public at the Circulation desk, and is assigned other off-desk areas of responsibility as necessary.

### Experience and Education

**Required Experience:** Work experience demonstrating strong communication and customer service skills. Proficiency with computers and mobile devices and willingness to learn new software and systems. 1 year FT in person customer service or teaching experience, required.

**Preferred Experience:** Experience working in a public library. Knowledge of library apps, databases, and systems.

**Minimum Education:** High School Diploma or equivalent.

### Essential Functions

- Working at the circulation desk, check in/out materials, collect fines and other monies, answer incoming phone calls, provide reference information, process Library items, empty book drop, and reader advisory.
  - Shelve library materials accurately and efficiently.
  - Complete library opening/closing procedures.
  - Resolve patron complaints and respond to patron suggestions.
  - Process membership applications per guidelines.
  - Facilitate materials' requests.
  - Participate in the processing of library materials
- Assist patrons using Library computers and/or their own computers and mobile devices.
  - Assist patron with use of library printers, scanners, and copier.
  - Provide help with logon/off procedures and accessing the library network.
  - Support patrons using library and computer apps/programs.
  - Troubleshoot computer and printer issues and report unresolved problems.
- Participate in community engagement opportunities.

### Collateral Functions

1. Adheres to the Library's security guidelines and ensures the appropriate handling of sensitive information.
2. Works 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 and procedures used in implementing circulation service activities.
- B. Excellent interpersonal, written and verbal communication (for groups and individuals) and problem-solving skills.
- C. Excellent computer skills and experience using a range of mobile devices.
- D. Ability to learn and use various Library software and systems.
- E. Ability to follow-up and follow-through with strong attention to detail.
- F. Ability to work well and maintain professionalism under occasional times of stress and pressure.
- G. Familiarity with operating office equipment and standard clerical practices.

- H. Demonstrates ability to follow oral and written instructions independently.
- I. Communicate effectively, both in person and using video conferencing tools.
- J. Adheres to all Library and departmental policies and procedures.
- K. Attends all Library in-services as required.

### **Contacts**

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

### **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 or History Center 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 office 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.
5. Position may require occasional trips to attend conferences, seminars, and meetings.

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