

Avalon Free Public Library Position Description

Position: Library Assistant - Keyholder	Department: Library
Reports to: Circulation Coordinator	Revised: August 2025
Supervises: Library Assistants (indirectly)	Status: Nonexempt

Position Summary

Provides circulation desk services to Library patrons and assists with Library and History Center functions and programs. This includes but is not limited to circulation and reader advisory as well as additional services such as training, programming, evening and weekend coverage, and outreach.

Experience & Education

Minimum Experience

- Required: Work experience demonstrating strong communication and customer service skills and strong proficiency using library apps, databases, and systems. Experience working in a public library (interacting with the public) is required.
- Preferred: Supervisory experience, training/education experience, keyholder experience, 6+ months experience in a public library or similar setting.

Minimum Education: High School Diploma or equivalent.

Essential Functions

- Provide direct circulation desk activities to include check in/out materials, collect fines and other monies, answer incoming phone calls, provide reference information, process library items, shelve materials, book drop, and reader advisory.
- Train new hires in circulation desk activities and procedures.
- Is a keyholder and supervises library activities and employees in the evenings and/or weekends as part of supervisory rotation.
- Provide occasional coverage at the History Center including opening and closing, greeting visitors, and providing information about collections, initiatives, and programs.
- Provide support to the Library by Mail program.
- Assist with programming and outreach & community engagement opportunities.
- Assist with the distribution of informational materials for patrons and the community such as newsletters, program flyers, event calendar, etc.
- Assist with the preparation of signage and displays such as end cap information, computer usage, etc.
- Participate in the processing of Library materials.

Non-Essential Functions

1. Attend relevant workshops as necessary to maintain professional certification and/or knowledge.
2. Adheres to organization security guidelines and ensures the appropriate handling of sensitive information.
3. May work non-traditional hours based on operational needs and to meet the needs of the community.
4. Completes special projects specific to the function of the organization.
5. 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. Demonstrates ability to manage multiple daily, weekly, monthly, and long-term tasks by carefully setting priorities, meeting deadlines, and scheduling time efficiently.
- D. Ability to operate a computer and use a variety of common programs and platforms including Microsoft Office, spreadsheets, databases, and library resources. Strong proficiency with Koha ILS.
- E. Strong written and verbal communication skills and effectively communicate with individuals and groups.
- F. Ability to follow-up and follow-through with strong attention to detail.
- G. Ability to work well and maintain professionalism under occasional times of stress and pressure.
- H. Familiarity with operating office equipment and standard clerical practices.
- I. Demonstrates ability to follow oral and written instructions independently.
- J. Adheres to all departmental policies and procedures.
- K. Attends all in-services as required.

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 shelf 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.
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.