

Position Purpose:

Performs tasks providing general assistance to library patrons related to the daily operation of the library. Performs all other related work as required.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various 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.)

- Provides information and assistance to library patrons. Utilizes automated system, new technologies, electronic equipment, and on-line resources in the performance of duties. Assists readers in location of books, periodicals, and other materials in person and over the telephone. Registers borrowers and charges/discharges books in accordance with department procedures. Provides information and assistance to library patrons, provides instructions on the effective use of reference materials, including online databases, copier, scanner, and library computers. Provides training to the public on a variety of electronic devices, software, and applications. Receives complaints or special requests from library users and makes every effort to follow through in response to them. Maintains quality public relations, advising patrons of library programs, procedures, and policies.
- Assists readers in location of books, periodicals, and other materials in person and over the telephone. Registers borrowers and charges/discharges books in accordance with department procedures. Collects fines and payment for lost books and enters in computerized cash register. Maintains online circulation records and prepares and mails overdue notices. Performs clerical duties associated with inter-library loan service. May update library website to reflect program offerings as well as updates social media sites.
- Performs data entry searches for requested items, searches statewide and nationwide databases for materials. Answers reference questions, conducting required research on difficult and complex questions.
- May organize, catalog and process, withdraw, shelve books and other library materials as well as conduct library programs. Repairs materials of all types according to established standards and practices
- Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:**Education, Training and Experience:**

Associate's Degree in Liberal Arts or a related field; one to three years prior work experience preferable in the library field; or an equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: Knowledge of library science, services, policies, and procedures. Working knowledge of the department's policies and operating procedures. Knowledge of research techniques to learn reader interest levels. Familiarity with data processing and automation systems affecting administrative and library services, especially computer applications and the internet.

Ability: Ability to interact in a positive and effective manner with employees and the general public
Ability to research information for a wide variety of library users through published reference materials and electronic databases.

Skill: Proficient computer skills. Excellent organizational, interpersonal and customer service skills. Excellent oral and written communication skills.

Physical Requirements:

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 this job, minimum physical effort is generally required to perform duties in typical office conditions. This position is regularly required to sit, talk, and hear; uses hands to finger, handle, feel or operate objects, tools, or controls, and reach with hands and arms as in picking up paper, files, and other common office objects and equipment. Employee may occasionally lift and/or move objects weighing up to 30 pounds. Vision and hearing at or correctable to normal ranges.

Supervision:

Supervision Scope: The supervisor provides instruction for new or unusual assignments. Unusual situations are referred to the supervisor on duty for advice and further instructions. Supervisor reviews work to remain aware of progress, work methods, and technical accuracy.

Supervision Received: Works under the direction of the Library Director.

Supervision Given: None.

Job Environment:

- Work is performed under typical office and library conditions and work environment is moderately noisy. May be required to work beyond normal work hours such as evenings and weekends.
- Operates computer, calculator, copier, facsimile machine, and other standard office equipment.
- Contacts are by phone, through correspondence in writing and email, and in person; contact is with library patrons, staff, and other libraries, and consist of an information exchange dialogue, discussing routine and complex issues.
- Errors could result in delays or loss of services, poor public perception of the library, and financial repercussions.

This 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.

Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer