



Children’s Library Assistant I

Department: Children’s Library
Job Title: Library Assistant I
Immediate Supervisor: Children’s Librarian
FLSA Status: Non-Exempt

Job Family: Library Service
Job Code: 735
Salary Range: 11.50/hr – 16.54/hr
Date: 1/20/2020

Employee’s Signature: _____

Date: _____

Supervisor’s Signature _____

Date: _____

GENERAL SUMMARY OF RESPONSIBILITIES:

This is an entry level **customer service** position responsible for ensuring proper circulation of library materials and registration of library customers and provides assistance to library customers. Work is performed under the general supervision of the Children’s Librarian. Responsible to support goals and objectives of the Library. Responsible for participating as a team member and supporting library board policies and long range goals.

SPECIFIC RESPONSIBILITIES:

- Provides assistance to patron at the circulation desk processing materials, issuing cards, verifying circulation information, and taking cards upstairs to be filed.
- Enters information into the appropriate computer program and searches for information on the computer.
- Assists patron in locating materials, copying, computer work, etc, answers simple reference questions, and refers customers to reference librarians.
- Answers telephone and provides information and assists customers by phone.
- Collects fines for lost and damaged materials and reconciles records.
- Ensures materials on shelves are in the proper order.
- Rotates materials on and off the new book shelf in a timely manner.
- Shelves returned materials in a timely manner.
- Performs duties as directed by the Children’s Librarian such as printing fliers and other promotional materials and checking shelves for overdue materials
- Supports organizational mission, goals, and values.
- Communicates with other staff members and maintains a positive relationship.

- Functions as a team player with staff.
- Coordinates activities with staff members.
- Maintains positive communication and rapport with staff, customers, and external organizations.
- Performs opening and closing duties.
- Performs other duties assigned by supervisor.

SUPERVISORY RESPONSIBILITIES:

NONE

POSITION QUALIFICATIONS (Knowledge, Skills, and Abilities)

- Must be at least 16 years old, required.
- Some basic clerical knowledge, required.
- Some knowledge of information library systems.
- Ability to input data in the computer, required.
- Ability to establish positive rapport with staff and customers, required.
- Ability to be a team player and open to staff comments, suggestions, complaints, or consultations, required.
- Possesses proven customer service record, required.
- Ability to read and write, required.
- Ability to communicate (hear and speak clearly) with staff, customers, and others, required.
- Possesses and understanding of and uses proper time management skills, required.
- Ability to operate office equipment, including working knowledge of personal computers, and Microsoft Word and Excel.

PHYSICAL AND MENTAL DEMANDS: (These support the essential function.)

- Able to read and write, required.
- Ability to speak clearly, required.
- Ability to stand, walk, bending, stooping, crouching, and twisting trunk, required.
- Ability to respond promptly to a customer's request for locating items in the stacks.
- Reaching overhead, horizontally, down, required.
- Use of hand, arms, legs, and feet, required.
- When locating books and other materials for the customer, employee must be able to reach and squat.
- Ability to lift and carry up to 25 pounds the distance of the Library, required.

WORK ENVIRONMENT:

- Works indoors in controlled temperatures.
- Works irregular shifts.
- Works under low-to-medium stress.