

# **Rampart Library District**

## **Library Assistant**

### **Job Description Summary**

This position is responsible for providing a high level of customer service by anticipating and responding to the various needs as well as being a point of contact for patrons. Under direct supervision of the Circulation Manager/Branch Manager, the Library Assistant performs circulation duties and assists patrons, visitors, volunteers and co-workers in a courteous, friendly and helpful manner, adhering to the library's stated procedures and policies.

**SPECIAL QUALIFICATIONS:** Must be able to work varied times, including evenings and weekends as needed. You may also be required to work independently and open or close by yourself.

### **MINIMUM QUALIFICATIONS**

- Requires a high school diploma or GED.

### **REQUIRED KNOWLEDGE/SKILLS/ABILITIES**

- Must be able to accurately and efficiently file alphabetically and numerically.
- Ability to learn and use all library technology, including but not limited to phone system, security system, software applications, ILS, credit card and cash register.
- Must demonstrate computer, internet and keyboarding skills.
- Basic knowledge of office equipment operation.
- Ability to work as part of a team, have a "patron comes first" work ethic, and a courteous, helpful customer service attitude.
- Must be pleasant, approachable, willing to adapt, possess a team attitude, and have the ability to listen and respond appropriately.
- Ability to provide efficient, friendly public service and present a positive and professional image of the library in attitude, appearance, and performance of duties.
- Maintain cleanliness and order in the workplace and work areas.
- Good interpersonal skills and ability to work well with other staff and the public of all ages.
- Ability to communicate effectively with staff and patrons, both verbally and in writing, in person and on the telephone.
- Ability to problem solve and to handle and negotiate stressful situations and difficult patrons of all ages in a positive manner.
- Ability to multi-task and prioritize, to organize work and perform assigned tasks in an accurate and timely manner in accord with established standards.
- Ability to perform repetitive tasks while maintaining a high level of concentration and accuracy.
- Maintain competency and strive for proficiency with emerging technology as patron trends demand.

- Requires the ability and willingness to work the posted schedule and adjust a personal schedule to meet the needs of the library if necessary.
- Requires an excellent public service attitude!

### **REQUIRED PHYSICAL ABILITIES**

- Must be able to stand and/or walk for 4 or more hours per day.
- Must be able to bend/stretch without limitation and lift up to 35-50 pounds.
- Must be able to push a loaded book truck (with wheels) weighing up to 120 pounds.
- Vision and hearing must be such to allow performance of essential functions.

### **ESSENTIAL FUNCTIONS (This is not a complete statement of all duties and responsibilities)**

- Provide excellent customer service and maintain a courteous, positive image of the library when interacting with patrons, volunteers and staff.
- Assist patrons with catalog, computer and copier questions. Help them find the material they need either in our library or through our resource sharing.
- Maintain patron and staff confidentiality in all aspects of library work.
- Sort and shelve materials in proper order alphabetically or according to the Dewey Decimal System.
- Read the shelves for correct placement of materials on a regular basis.
- Perform a variety of clerical duties including filing, transfers/holds, weeding balancing/closing a cash register, photocopying, faxing.
- Collect patron fees and adjust computer records to reflect the payment/charges as well as work to resolve billing problems. Answer questions from individuals and staff about account charges and payments.
- Check your library email each day you are working.
- Operate the library automation system independently and with minimum error.
- Make sure responses to patron questions are accurate and reliable.
- Check materials in and out and renew library materials using the computer system, following library policy and ensuring that proper records are kept.
- Register patrons by determining eligibility according to library policy. Check appropriate identification, issue library cards and accurately enter patron data.
- Run pull list, find requested items, and maintain hold shelf.
- Adhere to and enforce the Rampart Library District Mission, Library Pledge to Patrons, and Patron Pledge to Library, Conduct Guidelines, and District policies.
- Follow Rampart Library District policies and procedures.
- Keep informed of library information or changes. Staff is responsible for information conveyed in emails and at staff meetings even if unable to attend.
- Report to management any suspicious, unethical or illegal conduct by co-workers, patrons, visitors or vendors.
- Monitor security cameras on desk computers for the safety of patrons and staff and report any building issues to management.
- Perform other job related duties as requested by your supervisor e.g. children's storytimes/activities.