Job Title: Library Assistant

Reports To: Circulation Manager

Supervises: None

Purpose: The Library Assistant position is the first staff that patrons encounter as they enter the library; therefore, this position has a front line responsibility for exemplary customer service. This position will process patron requests and fulfill them to the best of their professional ability, and is responsible for ensuring that their area of the library is welcoming and accommodating for patron use. One Library Assistant, chosen by the Library Director will also service the reference collection.

Scope: The Library Assistant position deals with routine patron activity and requests, and is responsible for summoning other staff for assistance in fulfilling patron needs that are outside of their training or experience. This position is not responsible for determining the library's response to requests that are outside of the library policies. The Library Assistant who services the reference collection will prepare suggestions per allocated budget for new materials for collection management and is in charge of making suggestions for weeding in this section.

Reception:

- Greet patrons with a smile.
- Answer the phone in a friendly manner.

Circulation Desk:

- Check materials in.
- Check materials out to patrons.
- Issue new patron cards, following procedures.
- Update records for expired library cards and patron records.
- Contact customers for whom holds are ready.
- Place holds for patrons upon request.
- Empty book/video drop throughout the day.
- Answer questions pertaining to all library programs.

Scheduling:

- Schedule meeting rooms; record time, name, phone number, and add staff initial.

Reference:

- Conduct reference interviews to determine precise need, restate to patrons to be sure you understand.
- Select resource/s to meet patron needs.
- Check back with patrons to be sure they have everything they need.
- Suggest outside sources such as Inter Library Loan, other libraries, Libby app, etc. if we do not have what they need.

Technology:

- Assist patrons with use of public access computers, self-checkout station, laptops, printers, and patron-owned devices.
- Request assistance from other staff when tech help is beyond their knowledge/training.

Reader's Advisory:

- If asked, courteously inquire as to the interests of the patron.
- Consult reference materials in library or online to identify appropriate authors/titles, and/or make suggestions from experience.

As Needed

- Maintain shelving for neatness.
- Prepare new patron packets.
- Check book conditions when processing them.
- Other related duties as assigned – examples below:
    - Cleaning returned DVDs, selecting damaged material for repair services
    - Organize and arrange newspapers and magazines received
    - Notify patrons of overdue items at time of service
    - Assist with tasks related to library programming preparation

Job duties will require long periods of standing and lifting items up to 25 pounds.

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