



Library Assistant (Patron Services) Job Description

General Description The primary functions of a Library Assistant are to assist patrons of the library in locating, using, and checking out materials available in the library physically and digitally; assisting with computer use; promotion of library programs and resources. This position reports to the Head of Patron Services.

Essential Job Functions

Patron Services

- Greets patrons throughout the library and creates a welcoming atmosphere.
- Answers ready reference questions using library digital resources, web-based resources and print materials.
- Promote library activities and services to patrons.
- Provide information to patrons regarding library policies and facilities.
- Assist patrons in learning to use the public catalog.
- Introduce new patrons to the library and services of the library with a brief tour.
- Assist patrons accessing and utilizing the library's online resources including but not limited to digital books, digital audiobooks, digital magazines, ConsumerReports.org, Universal Class, Ancestry.com and A to Z Databases (Current list subject to change).
- Uses library software to assist patrons in registering for meeting rooms, events and museum passes.
- Assist patrons locating tax forms in print or online at www.irs.gov
- Assist patrons in the use of basic technology including self-checkout, public computers, copiers and fax.

Circulation

- Performs all circulation functions including registration, checking out materials and collecting payments.
- Assist patrons in the location and use of library materials in a variety of formats.
- Assists patrons in placing holds, interlibrary loan and purchase requests.
- Runs patron request pull list and searches for requested items.
- Prepares and processes incoming and outgoing transferred materials.
- Runs daily reports (unclaimed and hold notifications) and notifies patrons as needed.

Reader's Advisory

- Keeps abreast of current reading trends and new materials in the library to provide timely recommendations to patrons in person, through passive or online readers advisory.
- Contributes to staff picks, displays, and book lists.
- Use Novelist and other-web based-reader's advisory tools.
- Participates in training activities to improve reader's advisory skills.

Technical Services

- Covers and processes books, periodicals and media.
- Cleans and repairs damaged materials.
- Periodically locates and pulls materials for review, placement or withdrawal.
- Discards withdrawn materials, as needed.

Qualifications

- High school diploma or equivalent required
- Experience in a library or related field, public library experience strongly preferred
- Proficiency with current technology (software, applications, platforms, devices) and ability to adapt to evolving technological environments
- Commitment to deliver and prioritize excellent customer service
- Willingness to learn modern library principle and methodologies and interest in professional growth and lifelong learning.
- High degree of motivation, initiative and resourcefulness and the ability to exercise independent judgement in problem solving and decision making.
- Experience handling multiple tasks to meet deadlines and ability to adapt to changing organizational priorities
- Exemplary interpersonal skills, a commitment to teamwork, and the ability to communicate effectively.
- Experience with the Polaris automation system strongly preferred.

Physical Requirements

- Must be able to push or pull carts
- A moderate amount of bending, squatting, lifting (up to 40 lbs.), stretching
- Standing for extended periods of time.
- Must be able to reach the highest and lowest shelves in the library.
- Ability to move quickly among duties.

Schedule Variable schedule within library open hours. Potential hours include daytime hours, 1-2 evenings/week, rotating Saturdays.

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