

TOWN OF DUNDEE

DEPARTMENT OF HUMAN RESOURCES

Position Identification Card

POSITION TITLE: Library Assistant I

DEPARTMENT: Library

SALARY RANGE: \$8.25-10.25/Hour

HOURS PER WEEK: 24 Hours

BENEFITS STATUS: Ineligible

JOB SUMMARY

A Library Assistant connects customers to library resources, services, and programs. They assist customers with various circulation tasks as well as troubleshoot patron issues, and answer basic research questions. They ensure a safe and welcoming environment and provide quality programming. A Library Assistant works under the general supervision of the Town Librarians.

ESSENTIAL DUTIES

1. Assist customers with using the Library.
 - a. Greet customers in a friendly and professional manners.
 - b. Meet customers' needs for information by answering basic research questions and locating appropriate library resources, providing referrals when necessary
 - c. Recommend materials based on customer preferences and knowledge of the collection
 - d. Assist customers in finding specific items on shelves
 - e. Perform customer service for library accounts, as well as checking materials in and out
 - f. Provide help with library technology such as public computers, the Library catalog, and digital resources
2. Conducts the day-to-day operations of the library
 - a. Monitor and appropriately address behavior issues to provide a safe and welcoming environment for all customers
 - b. Maintain a pleasant, inviting environment by creating displays and signage, etc.
 - c. Maintain orderly and attractive collections and withdraw items as appropriate
 - d. Assist with training and monitoring the work of other Library employees and volunteers
 - e. Submit statistics and other reports of library services as requested
3. Support the mission and strategic goals of the Library
 - a. Develop, promote, and implement events and programs under the guidance of the librarian and provide programming support
 - b. Promote library programs, resources, and services to customers
 - c. Assist with large-scale projects and events
 - d. Serve on system-wide committees as assigned or required
 - e. Attend and participate in staff and departmental meetings, as well as training sessions
 - f. Recruit and coordinate the work of library volunteers as requested
 - g. Perform other related duties as needed or assigned

MINIMUM QUALIFICATIONS

Education & Experience:

Position requires knowledge and experience normally obtained through the completion of a curriculum resulting in either a High School Diploma or GED, and one (1) to three (3) year work related experience in computers/data entry and customer service.

KNOWLEDGE, SKILLS & ABILITIES

- Demonstrate basic knowledge of library operations, services and materials
- Effectively administer Dundee Library policies and procedures
- Assess users' needs and provide consistently exceptional customer service
- Complete closing duties, including clearing and securing the building
- Identify problems and take action to develop appropriate solutions, or refer to a supervisor when necessary
- Make presentations to varying sized groups of youth and adults
- Effectively coordinate and direct the work of others
- Maintain a calm demeanor under stressful or unsettling circumstances
- Demonstrate strong verbal and written communication skills
- Perform accurate cash handling and create deposits
- Represent the Library in a responsible, professional and trustworthy manner
- Establish and maintain cooperative and courteous working relationships with staff and the public
- Work independently with minimal supervision
- Appropriately multitask and prioritize
- Work efficiently while paying close attention to detail
- Follow detailed verbal and written instructions
- Meet the flexible scheduling needs of the Library
- Adapt to changes in the work environment
- Effectively use general office equipment and software, including computer, printer, photocopier, telephone, cash drawer, audio-visual equipment, word processing, and email
- Demonstrate proficient technology skills, including working with the library specific software and databases

OTHER REQUIREMENTS

- Lifting 40 lbs. maximum with frequent lifting and carrying of objects weighing up to 30 lbs.
- Pushing and pulling objects weighing up to 50 pounds
- Frequent sitting, standing, walking, kneeling and climbing
- Using hand(s) for repetitive single grasping, fine manipulation and operating controls
- Frequent bending, twisting, squatting and reaching
- Communicating orally in a clear manner
- Distinguishing sounds at various frequencies and volumes
- Distance vision sufficient to distinguish people or objects under a variety of light conditions
- Vision sufficient to view computer screens and spine labels under a variety of light conditions