

	<p>Job Class Title: Library Assistant</p> <p>Department: Library</p> <p>Salary Grade: 13</p> <p>Work Schedule: Full or Part-time Regular</p> <p>FLSA Classification: Non-Exempt</p>
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Library Assistant

General Statement of Duties

Library Assistants perform general paraprofessional work of a varied nature at the library. Library Assistants provide customer service and have significant public contact. Duties may include user, technical, and clerical services such as information and reference service, reader's advisory, presentation of programs, circulation services, assistance with computers and electronic devices, and administrative support.

Work is performed under the moderate supervision of a librarian or library associate. Performance is evaluated for customer service effectiveness, time management and accuracy of work activities, as well as demonstrated knowledge and implementation of Polk County and Polk County Public Library policies and procedures.

Duties and Responsibilities

Essential Duties and Tasks

- ❖ Assists library customers in person, by phone, and by email on topics including:
 - a. research activities using print and electronic resources
 - b. use of computers and other library equipment
 - c. use of the library catalog and locating library materials
- ❖ Offers circulation services: customer interactions including check-in/check-out and processing of applications; readying materials for transit to other libraries; assessing fees and fines; resolving problems related to library records
- ❖ Maintains accurate customer and catalog records
- ❖ Participates in the upkeep of the library including shelving of materials, shelf reading and maintaining general cleanliness
- ❖ May oversee and direct the work of volunteers
- ❖ May assist in the planning and implementation of child, teen or adult programs
- ❖ May perform technical processing tasks; support in the acquisition, receipt, copy cataloging, mending and processing of library materials for public use
- ❖ Attends and participates in staff meetings
- ❖ Abides by, enforces and participates in the implementation and ongoing oversight of Polk County Government safety standards and regulations

Additional Job Duties

- ❖ Assists in the maintenance of library collections by recommending materials for mending or withdrawing
- ❖ Promotes programs to library customers and the general public
- ❖ Represents the library through outreach efforts and at community events
- ❖ Produces reports and maintains library records
- ❖ Participates in continuing education opportunities
- ❖ Performs related tasks as required

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Knowledge of:

- basic services, programs and materials available throughout a public library system
- office procedures and records maintenance
- standard library reference tools including the online catalog, internet and databases

Skill in:

- interpersonal relationships
- use of library equipment, materials and resources
- research techniques and cognitive reasoning
- written and oral communication
- the use of common computer technologies, including email, the Internet, word processors, spreadsheets, desktop publishing, current operating systems and mobile applications
- basic math including counting money and making change

Ability to:

- work both independently and collaboratively
- perform routine reference and reader's advisory work
- perform library tasks effectively and according to established procedures, with attention to detail
- periodically provide guidance to volunteer or student help
- focus on professional growth within the position
- establish and maintain effective working relationships with supervisor, co-workers and library customers
- acknowledge and accept differences in a diverse work environment
- remain flexible and positive in an environment of continuous change
- communicate effectively respectfully, patiently and courteously with coworkers, customers and other community members
- model PCPL core values
- work a varied schedule including nights and weekends at any library location

Desirable Education and Experience

High school diploma or GED and one to three years of experience working in a customer service position with considerable public contact; library or bookstore experience preferred. Any equivalent

combination of education, experience and training which indicate possession of the knowledge, skills and abilities listed.

Must have the means to travel to any PCPL library on short notice; working in any Polk County Public Library location may be necessary depending on assignments and needs of the library.

Physical Activities and Requirements

The physical requirements for this position include the ability to read 6pt font, orally communicate efficiently and effectively, perceive and understand information provided verbally at typical decibels by phone and in person, prepare and analyze written and computer data, operate office machinery and observe general surroundings and activities.

The physical activities for this position are: Stooping, kneeling, crouching, reaching, lifting, standing for long periods of time, walking, fingering, grasping, talking, writing, and hearing. This work requires the frequent exertion of up 10-30 pounds of force and occasional exertion of up to 50 pounds of force.