

Job Description: LIBRARY ASSISTANT

PAY GROUP: 7

EEOC CATEGORY: Para-Professional

FLSA: Nonexempt

SUMMARY OF POSITION:

Under general supervision, serves as the initial point of contact for patrons and visitors to the public library and provides excellent customer service while relaying information about library services, policies and operations. Recurring responsibilities include assisting customers with library resources, providing reader's advisory, assisting with reference research, navigating and demonstrating the use of library equipment, processing payments for services and fees, data entry, and other assignments as necessary or required.

This is a 40 hour per week position.

ORGANIZATIONAL RELATIONSHIPS:

1. Reports to: Circulation Manager.
2. Directs: This is a non-supervisory position.
3. Other: Works closely with the public and library staff and has periodic contact with other City employees.

EXAMPLES OF WORK:

Essential Duties*

Using the Library's Integrated Library System (ILS), performs circulation duties which include, but are not limited to, charging/discharging library materials, creating new and revising existing customer accounts, maintaining and creating material records, and processing circulation reports. Collects payment for library services and fees using the Point of Sale (POS).

Answers questions in person, by phone and online regarding library services, policies and procedures, library programs and events, interlibrary loan service, and account information.

Provides customer service assistance with reference research, reader's advisory, the use of the Online Public Access Catalog (OPAC), physical collection, Internet, electronic resources and apps, online databases, and library equipment.

* For the purpose of compliance with the Americans With Disabilities Act (ADA)

This job description does not take into account potential reasonable accommodations. July 25

Assists with managing the library's room reservation system; creating and editing reservations, explaining and enforcing room policies, lending audio/visual equipment, setting up audio/visual equipment for meetings and taking payments as needed.

Using specialized software, assists with managing public mobile devices by clearing sensitive customer data and information.

Assists with troubleshooting equipment and software and initiates or updates tickets to IT services regarding technology issues.

Assists with tasks related to receiving and processing new materials, maintaining and repairing library materials, and verifying and editing bibliographic records. May assist with cataloging materials.

Prepares supplemental incident reports to document accidents and problem situations with customers.

Performs ongoing operational tasks including receiving and processing magazines and newspapers, checking shelves for missing/misplaced items, reviewing completed library card and meeting room applications for accuracy, reporting missing periodicals, filing applications, drafting bill notices for damaged materials, printing brochures and forms used at the desks, and assisting with shelving library materials.

Assists with library marketing and programming efforts which include, but are not limited to, creating promotional materials for events, uploading marketing materials and monthly calendars on digital displays, preparing materials for library programs and events, maintaining monthly themed book displays and generating operational announcements for public display.

Manage updates to library employee handbook; records TexShare card statistics; submits material purchase and interlibrary loan requests to appropriate supervisor or selector; assists with other administrative tasks.

Other Important Duties

Required to work varied shifts which include weekends and evenings.

Performs such other duties as may be assigned.

Observes all safety rules and procedures.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: standard mathematical and grammatical practices; standard library principles preferred; print and electronic resources, library technology, the Internet, Microsoft Word and Excel.

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Ability to: work with members of the public in a pleasant and courteous manner; respond professionally during stressful situations; communicate effectively both orally and in writing; operate standard office equipment including computer, copier, fax machine and document scanner; utilize specialized library technology; read, sort and shelve library materials accurately and neatly; maintain confidentiality of customer accounts; establish and maintain effective working relationship with co-workers and the general public.

Physical Ability to: bend, squat, lift and maneuver up to 35 pounds; push/pull moderate to heavy book trucks and book bins; and move freely around the library to locate books and/or read shelves.

ACCEPTABLE EXPERIENCE AND TRAINING:

High school diploma, or its equivalent.

Customer service experience.

Experience working in a public library setting preferred.

CERTIFICATES AND LICENSES REQUIRED:

None.