

Henry County Library System

Job Title: Library Assistant

FLSA: Non-Exempt

JOB SUMMARY:

Under the supervision of the Branch Manager, aids patrons in finding materials to meet their information and recreation needs. Performs circulation and patron registration tasks. May assist with program planning and presentation. Other duties as required.

ESSENTIAL DUTIES:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Works directly with library patrons and assists them in use of PINES library catalog, helps them locate materials desired.
- Assists users in locating, selecting, and using resources including both print and digital resources. Conducts reference interviews to make sure patron needs are understood. Provides readers' advisory services and makes knowledgeable and appropriate recommendations.
- Answers phone calls and directs callers to the proper person or department.
- Assists library users in person, by phone, or electronically, answering questions, and/or redirecting questions to the appropriate person or agency.
- Assists patrons with the use of library equipment and technology including photocopiers, microform reader-printer, Internet computers, and makerspace equipment.
- Provides directional and services related information to users.
- Checks materials in and out to patrons, places holds on materials, receives fines and other monies. Registers patrons for borrower's cards, and enters such information into the database. Maintains patron privacy at all times.
- Maintains material on the shelves in proper order; recommends materials for purchase to Collection Development based on patron requests
- Helps maintain order and cleanliness in the facility. Promptly reports safety/cleanliness issues to a supervisor.
- Monitors computer and/or Internet use, checking for Internet waivers as needed.
- Conducts library tours for school groups, scout troops, etc.
- May facilitate in the setup of program rooms, materials, and equipment for public library and county events.
- May assist with planning and presenting literacy-based programs.
- May participate in outreach activities as needed.
- Provides thorough, respectful, and impartial service to all library visitors.

REQUIRED KNOWLEDGE AND SKILLS:

- Excellent verbal and written communication skills.
- Clerical skills with emphasis on accuracy and thoroughness.
- Excellent people/interpersonal skills.

- Broad general knowledge of literature and information sources.
- Basic knowledge of computers and office equipment.

SUPERVISORY CONTROLS:

Works under the supervision of the Branch Manager. Routine tasks and projects are done with little supervision. In the absence of the Branch Manager, reports to the Assistant Branch Manager.

SUPERVISORY RESPONSIBILITIES: None.

GUIDELINES: The incumbent will follow the generally accepted principles of circulation and reference services, aided by regular inservice training. The incumbent must be able to set aside personal biases concerning the information a patron may request.

COMPLEXITY: This is work of moderate complexity, requiring the incumbent to work with some independence under general supervision.

SCOPE AND EFFECT:

As Library Assistants deal directly with the public and thus represent the "front lines" of the Library, a pleasant personality and manner, and the ability to remain calm under stress are essential. Accuracy and thoroughness in circulation desk duties are essential. Library Assistants may be regularly assigned to a particular branch and department, but must be willing to assist in any area of the facility and occasionally accept temporary assignment to another facility. Some flexibility in scheduling is required, including day, evening, and weekend hours. All Library Assistants will be cross-trained to be able to cover multiple branch functions as needed.

PERSONAL CONTACT: Library visitors, coworkers, representatives of partner agencies and community groups, training personnel at workshops.

PHYSICAL DEMANDS:

The work requires considerable physical activity, with much bending and reaching to obtain books, etc. There is frequent lifting of objects weighing up to 25 pounds (marginal) and use of equipment requiring a high degree of manual dexterity (essential). Load/push/pull book carts up to 200 lbs.

CONTINUING EDUCATION:

Completes continuing education classes as assigned; seeks and pursues professional development opportunities with supervisor approval. Shows initiative in improving and expanding professional skills.

MINIMUM QUALIFICATIONS:

Education: Associate Degree. College graduate preferred

Experience: Two or more years of public contact work.

Any combination of experience and education providing the needed skills, knowledge, and abilities may be considered.