

Library Assistant

Definition

Under general supervision, assist Assistant Director with all aspects of circulation duties, performs advance clerical work, public service work, technical service work, request/interlibrary loan work, assists with aspects of processing interlibrary loans, services library patrons directly or indirectly, and other library work as required. Cross-training and working in other departments is a requirement. This position requires complete confidentiality.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Performs all aspects of opening and closing library and circulation desk;
- Greets, assists, and refers patrons according to their needs;
- Checks in and out all library materials and collects appropriate fines for lost or damaged materials;
- Assists with processing incoming and outgoing interlibrary loan materials;
- Performs registration of new and updates patron records as needed;
- Maintains a working knowledge of NTAL's procedures;
- Answers incoming phone calls; makes referrals or takes messages as appropriate;
- Shelves, reads, and straightens books and other circulating materials as necessary;
- Participates in continuing education activities to foster professional and personal development;
- Maintains a working knowledge of all circulating equipment and instructs borrowers on usage as necessary;
- Assists public in use of patron computers, printer and copier;
- Learns and complies with library policy;
- Makes recommendations for improvements in collection and services;
- Performs other related duties as required;

Supervision Received

Under general direction, employee plans and prioritizes the majority of work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Technical and policy problems or changes in procedures are discussed with Assistant Director.

Accountability

The nature of the professional or technical work means that errors in analysis, techniques, or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines, or poor judgment could result in excessive costs, delay of service delivery, or legal repercussions.

Judgment

The work requires examining, analyzing, and evaluating facts and circumstances surrounding individual problems, situations, or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of professional principles, policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting, and applying federal, state, and local regulations.

Nature and Purpose of Contacts

Has regular contact with co-workers, the public, groups, and/or individuals such as peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation. Courtesy, tact, and diplomacy may be required to resolve complaints or deal with hostile, uncooperative, or uninformed persons.

Confidentiality

Employee has access to sensitive, confidential, and private information in the performance of their duties.

Education and Experience

No specific education or experience is required, however, ability and willingness to learn and perform job skills are essential. Some library experience is preferred.

Knowledge, Ability, and Skills

Knowledge: Knowledge of library practices and procedures; knowledge of the community, services, and department operations; knowledge of relevant technology.

Abilities: Ability to communicate effectively with others, orally and in writing, including through email; ability to work effectively under constant deadlines; ability to recognize and set priorities and to use initiative and independent judgment in a variety of situations.

Skills: Technology skills with computer systems and software including Microsoft Office, oral and written communication and customer service skills. Must have skills in interpersonal relations and written, verbal and online communication.

Work Environment

The work environment involves the everyday discomforts of a typical library. Noise and disruptive behavior of patrons may be distracting. Incumbents may be required to work beyond normal business hours to attend special programs.

Physical, Motor, and Visual Skills**Physical Skills**

Physical demands are required to perform much of the work. The work involves periods of standing, with intermittent periods of reaching, stooping, and walking. May be required to lift or move objects such as book trucks, boxes of books, office supplies, and office supplies and equipment weighing up to 40 pounds.

Motor Skills

Duties are both mental and physical. The job requires motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes and viewing a computer monitor.