

TOWN OF DUNDEE

DEPARTMENT OF HUMAN RESOURCES

Position Description

POSITION TITLE:	Library Assistant I
DEPARTMENT:	Library
REPORTS TO:	Library Director
SALARY RANGE:	\$10.00 – 12.00/Hour
HOURS PER WEEK:	24 Hours
EXEMPT STATUS:	Non-Exempt
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.

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

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

Working Conditions and Physical Abilities

Office environment. May be required to travel for meetings and attend evening meetings as assigned. Low frequency of exposure to hazardous working conditions in dealing with members of the public. While performing the duties of this job, employee will frequently be required to use hands and fingers dexterously to operate office equipment, will be required to communicate orally, regularly required to sit, stand, walk, occasionally required to stoop, kneel, or crouch and reach with hands and arms and lift up to 25 pounds. Specific vision abilities required include close vision and ability to adjust focus.

The above is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

The Town of Dundee is an equal opportunity employer committed to an alcohol / drug free workplace and to providing equal opportunities regardless of age, race, color, gender, religion, national origin, marital status, veteran status, disability or any other legally protected status.

I acknowledge that I have read and understand the above job description in its entirety and am capable of performing all the stated requirements.

Signature

Date

Print Name