

**Position Title:** Library Assistant

**Position Classification:** Part-Time (15-20 hours per week)

**Wages:** \$13.00 per hour

**Position Purpose:**

The Library Assistant plays a crucial role in enhancing the library experience for patrons by delivering exceptional customer service, circulation and maintenance of library collections, assisting with various library services, and providing technological support.

**General Overview:**

The Library Assistant is responsible for providing front desk support and coverage, offering outstanding customer service through various channels (i.e. face-to-face interactions, over the phone, through email), performing circulation duties using the Apollo integrated library system, assisting with the maintenance of the library collections, staffing library programs and events, engaging in community outreach efforts, attending meetings, and participating in training opportunities.

**Scope of Responsibilities:**

*Customer Service:*

- Greet and engage with patrons, offering friendly assistance and information about library services and policies.
- Register new library cardholders and resolve patron issues or concerns efficiently.
- Develop positive relationships with patrons, anticipate their needs, and provide empathetic and courteous service.
- Communicate clearly and professionally with patrons and colleagues, escalate issues as appropriate, and seek feedback for continuous improvement.

*Collections:*

- Handle materials at check-in, shelve items by collection type, and maintain the organization of the collection.
- Participate in collection maintenance activities as assigned by the Assistant Director of Access Services.
- Assist patrons in locating materials using the library catalog (Apollo) and help them with wayfinding.
- Help patrons access library materials both in the physical library and online, including e-books and databases.



### *Library Services:*

- Participate in and promote library programming.
- Help plan and execute library events, interact with patrons, and assist with event registration and inquiries.
- Maintain awareness of library policies and procedures related to collection development and patron services.
- Refer library patrons to appropriate community resources and services.

### *Technology:*

- Assist patrons with basic computer and internet-related inquiries, print, scan, and fax services, and utilize library databases.
- Facilitate technology transactions such as USB drive and printing purchases.
- Provide guidance on using print and online resources.
- Navigate Google Workspace and When To Work softwares to stay current on timely communications and scheduling opportunities.

### **Lead Activities (if applicable):**

- Model professional behavior for PT Library Assistants, including serving as a resource for procedural or policy questions.
- Communicate expectations to PT Library Assistants, while looping in Assistant Director of Access Services when issues arise.
- Assume responsibility in the absence of a Library Supervisor, address escalated patron interactions, and resolve service-related issues promptly.
- Enforce library policies and secure the facility according to procedures, ensuring a safe and welcoming environment for patrons and staff.

### **General Requirements for All Library Employees:**

- Project professionalism, adaptability, and willingness to learn new skills and procedures.
- Foster positive working relationships, follow library policies, and exercise sound judgment in all interactions.
- Seek clarification or assistance when needed and actively contribute to library-wide operations.

### **Note:**

This part-time position offers an opportunity to contribute to the community, engage with patrons, and support the mission of the library. Training and support will be provided to ensure success in fulfilling the responsibilities outlined above.