

Caro Area District Library
Library Assistant
Job Description

Description:

Performs a variety of duties under the direction of a supervisor. Supervision is provided by the Director and Assistant Director. Work is learned through on-the-job training, workshops, seminars and continuing education.

Distinguishing Features of the Class

Under the general supervision of the Director, responsible for creating a climate of welcoming and responsive atmosphere of service for all patrons. Provides reference and reader's advisory services; interacts with the public to create a favorable impression of library services. Schedule includes evenings and weekends.

Examples of Duties:

- Checks materials in and out
- Registers new patrons
- Handles fines, uses the cash register
- Uses public catalog, internet, and printers
- Assists patrons with computers and software
- Transmits faxes
- Processes periodicals
- Uses copier, microfilm reader, and computers
- Answers telephone
- Provides simple reference and reader's advisory services to patrons
- Shelves materials
- Reads shelves
- Solves patron problems encountered during their library visits
- Other duties as assigned

Requirements:

- Knowledge of and experience using technology and the Internet
- Teamwork
- Effective communication
- Excellent organizational and problem-solving skills
- Ability to handle confidential and sensitive information with discretion
- Strong commitment to public service

- Excellent interpersonal skills and public service manner for modeling customer service expectations
- Ability to interact harmoniously and communicate well with patrons and staff
- Excellent English communication skills, oral and written
- Excellent computer, word-processing and Internet skills
- Ability to maintain reliable schedule and regular attendance
- Flexibility to adapt to changing work situations and to vary work schedule
- Good vision and hearing
- Manual dexterity to operate computer and telephone equipment
- Physical mobility
- Valid driver's license, acceptable driving history, and personal automobile for job-related transportation
- Satisfactory criminal background check

Acceptable Experience and Training:

- High School diploma or GED
- College experience preferred
- Public library experience preferred
- Experience with Word, Excel, and other application software
- Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.