

Henry County Library System

Job Title: Library Assistant Adult Services

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. 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.
- Answers phone calls and directs such to the proper person or department.
- Assists users in locating, selecting, and using resources. Assist library users in person, by phone, or electronically, answering questions, and/or redirecting questions to the appropriate person.
- Assists patrons with the use of library equipment and technology. photocopiers, microform reader-printer, Internet computers, and printing.
- 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 material on the shelves in proper order and helps maintain order in the facility... Answers phone calls and directs such to the proper person.
- 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 plan and present literacy-based programs.

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 information sources and materials.
- 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 reference services, aided by regular inservice training. The incumbent must be able to set aside his or her 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.

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.

Or any combination of experience and education providing the needed skills, knowledge, and abilities.