



Library Assistant

Position Function

To staff and perform the day to day tasks of the library's circulation desk, and provide a high level of customer and technology service to library patrons.

General Responsibilities

- Provides pleasant, accurate and efficient service.
- Prepares the library for opening and closing.
- Issues library cards.
- Checks out, checks in and renews library items.
- Accepts payments.
- Interprets and explains details of fines.
- Places holds on items in Millennium.
- Requests items through Interlibrary Loan.
- Answers information enquiries about library activities and events, library policies and services, and general reference questions.
- Provides technical assistance to library patrons on the public computers.
- Arranges library items for shelving.
- Shelves library items.

Additional Duties

- Other duties as assigned

Relationships

- Interact with the public observing the library's customer service policies.

Supervision

Assistant Director

Skills & Knowledge Qualifications

- Strong customer service skills
- Ability to work with a team
- Strong interpersonal skills
- Problem solving skills
- Successful completion of annual competency exam
- Knowledge of all library policies and procedures
- Ability to place holds
- Advanced knowledge of Microsoft Excel, Word, Innovative Millennium
- Advanced knowledge of Cybrarian and CybraryNet
- Advanced knowledge of searching the OPAC
- Advanced knowledge of internet searching skills
- Advanced knowledge of the library's print resources and online databases
- Advanced knowledge of the Dewey Decimal classification system
- Ability to work cooperatively with others
- Energy, motivation, physical stamina (standing up to 8 hours)

Experience/Certifications

- Bachelor's degree
- Customer service
- Previous public library experience is preferred
- Successful completion of annual competency exam