

Job Description of Library Assistants for Kraemer Library & Community Center

- I. **Specific Responsibilities:** Performs skilled clerical library duties such as providing general information to patrons and staff, circulation, patron registration and interlibrary loan services to patrons, and/or processes library acquisitions and a variety of clerical library duties including maintaining library digital media sites.

Assists the public in the use of the library and provides standard library policy information and general information in person or by phone; provides information on location or availability of materials, resources, and services.

Refers reference, online catalog, and complex library policy questions to Library Director for assistance.

Answers telephones; routes calls to appropriate library staff and/or takes messages; answers questions from other library staff and performs activities such as shelf check to resolve questions; processes overdue notices.

Follows standard procedures and uses automated circulation system to check out library materials to patrons; assesses for damages; makes appropriate adjustments to book or patron status.

Registers library patrons for library cards; enters information into the computer; issues replacement cards as necessary; updates patron files.

Collects fines and assesses charges for damaged and overdue materials.

Transfers library materials according to established library procedures; ensures transfers are completed in a timely manner.

Assists with searching, analyzing search results and adding new record, or changing/correcting existing records, in one or more modules of the automated software, such as making changes/corrections with bibliographic records/item records or circulation records, adding new patrons or new items. Etc.

May perform intermediate database cleanup work under direction of higher level classification, including but not limited to tracking and resolving certain types of problems, adding information to database records, and other clean-up projects.

Assists with the acquisition of library materials; researches vendors and bibliographic information; places orders for library materials using electronic ordering, telephone, fax or mail; receives materials; maintains acquisition data base and statistics.

Assists with physical processing of library materials.

Provides general assistance to patrons in use of basic library equipment; troubleshoots library equipment as requires.

Actively supports and respects diversity in the workplace.

As directed, gathers and records data or prepares reports and statistics.

Provides input and suggestions to processes, procedures, training process.

May assist with training library patrons in the use of the library, its systems, and equipment. May recommend materials for library selection and collection development.

May assist with the training of library volunteers.

May assist higher level employees with special library programs and services and projects.

May be in charge of the facility in Director's absence.

Ensures safe working environment.

Performs other duties as required.

Qualifications:

Knowledge of:

Applicable library methods, procedures, practices, and terminology.

Basic English composition, spelling, and arithmetic.

Basic Dewey Decimal System.

Relevant library computer equipment and software.

Ability to:

Perform data entry and record keeping processes.

Collect, search, process, and interpret data.

Apply excellent internal and external customer service skills.

Deal tactfully and courteously with the public.

Effectively deal with patron issues and difficult situations; treat patrons representing diverse backgrounds with respect and fairness.

Communicate effectively both orally and in writing.

Assist in the preparation of concise and accurate records.

Use a variety of office and library equipment.

Accurately and rapidly operate computers for information search and data retrieval.

Perform tasks with accuracy.

Perform multiple tasks simultaneously.

Establish and maintain cooperative working relationship with other employees.

Physically perform required duties.

Perform repetitive duties without close supervision.

Work evening and/or weekend schedules as required.

Required Education & Experience:

Any equivalent combination of education and experience which provides the applicant with the knowledge, skills; and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of clerical experience in a library setting preferred, including experience working with the public.

Training:

High school diploma

License of Certificate:

May require the possession of, or ability to obtain, and maintain an appropriate, valid Wisconsin Driver's License.

Working Conditions:

Work is performed in an office environment. May require frequent sitting, standing, keyboarding, hearing and speaking for extended periods. Work may include operating a variety of office equipment. Work activities may include bending, stooping, kneeling, reaching, handling and grasping of materials. May be required to lift up to 25 pounds and pushing up to 35 lbs. May deal with difficult people and frequent interruptions.