



JOB DESCRIPTION

Position: Library Assistant
Classification: Part-time; FLSA-Non-Exempt
Reports to: Library Director
Updated: March 2022

JOB SUMMARY

The Library Assistant performs duties that support the functioning of the library and provides assistance to library patrons.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Performs varied clerical and technical tasks to provide quality service to library patrons.

- Provide first contact with patrons by telephone or in-person.
- Perform customer service duties including checking items in and out using an automated system, collecting fines and fees, registering new patrons, and placing materials on hold.
- Assist patrons in locating and obtaining materials.
- Answer routine reference questions and provide assistance on using public access computers.
- Maintain accurate count of daily statistics.
- Open and close branches following a checklist.
- Shelve materials, shelf read, and straighten shelves for order and neatness.
- Other duties as assigned.

EDUCATION, EXPERIENCE AND ABILITIES

- Able to establish and maintain effective, tactful and courteous working relationships with supervisors, associates and the general public.
- Able to communicate clearly in verbal and written language and to understand and follow written and verbal instructions.
- Able to manage sensitive and confidential information with integrity.
- Able to find solutions and make decisions in accordance with regulations and established policies.
- Knowledge of library clerical procedures and practices and/or experience in using libraries.
- Ability to handle multiple detailed tasks quickly and accurately.
- Competent use of computer-based tools such as MS Word, MS Excel, Gmail and the Internet.
- Knowledge of and competence with general office procedures, equipment and business arithmetic.
- Must be able to work flexible hours, including evening and weekend hours.
- Must be able to work in any library branch as needed.
- May be asked to obtain certification as a Passport Agent.
- High School Diploma and computer literacy.

PHYSICAL REQUIREMENTS

- Able to perform duties in an office environment.
- Able to move and/or lift materials up to 25 pounds.
- Able to communicate effectively with individuals in person, over the telephone, and in writing.
- Regularly required to stand, walk, bend, kneel, crawl, reach, climb, balance, and sit.
- Able to travel to library and other locations as needed.

ACCOMMODATIONS: Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this position.

Successful applicants will be subject to criminal background check and will be subject to a three-month probationary period upon hire. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.

Hours available to work	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
10-2						
2-6						
3-8 or 3-7						

Applicants are required to work these various day and night shifts and weekends at the Heritage Public Library's locations in both Charles City and New Kent Counties.