

Margaret Jones Public Library

Library Assistant

This full-time position performs standard library tasks learned on the job.

Minimum Qualifications: High School Diploma

Primary Responsibility is to provide coverage at the Circulation Desk:

- Provide direct service to patrons in a courteous and professional manner.
- Answer telephone and direct calls to appropriate staff.
- Inform patrons of library policies, services, and programs.
- Check in/out materials.
- Collect fines and fees due to the library.
- Notify patrons by telephone to pick up holds.
- Shelve materials.
- Assist library patrons in the selection and location of library materials.
- Process new patron card applications and maintain confidentiality of records.
- Striving to resolve patron problems and concerns relating to late fees and/or unreturned books.
- Make copies, scans, and faxes for the public.
- Proctor written and/or online exams.
- Daily retrieve the mail and sort to appropriate staff.
- Daily post newspapers on the rack.
- Keep circulation desk and public workstations clear of trash and dust.
- Assist with youth and adult programs or events.
- Other duties as assigned.

Knowledge, Skills, Abilities

- Ability to maintain a regular work schedule in a punctual manner.
- Personal computer proficiency and the ability to use, understand, and assist patrons with various computer applications.
- Ability to organize and shelve library materials quickly and efficiently – alphabetically and numerically.
- Ability to cash money and make correct change.
- Knowledge of customer service principles and skill in providing positive and professional customer service to patrons of all ages.

Physical Demands

- Nature of work requires an ability to occasionally lift boxes of books of 40 pounds or less and push heavy wheeled book carts
- Must be able to sit or stand for prolonged periods of time
- Must be able to use a computer for extended periods and operate standard office equipment, daily
- Must be able to bend, crouch or stoop