

Position Description

TITLE: Library Assistant IV

CLASSIFICATION: Library Assistant IV

PRINCIPAL DUTIES:

This support staff position is supervised and evaluated by the Director or Branch Manager and may also take direction from Coordinators & Librarians, or the senior assistant in charge of the library. Under indirect supervision, this position requires considerable contact with the public and performs a variety of functions including, but not limited to circulation and registration, placing reserves and may perform basic information service and assist patrons in finding specific materials and other forms of patron assistance. This position may also be required to perform other clerical duties including, but not limited to packing and unpacking materials, recording and verifying deliveries, processing mail, data entry and bibliographic maintenance. This employee will need to work closely with other staff and may attend continuing education opportunities to gain knowledge, skills and abilities to assist in carrying out the library's mission and adopted goals.

This position may be asked to perform advanced public services, technical services or programming duties not always assigned to other Library Assistants.

This position will frequently be asked to serve as employee in-charge of the library in the absence of Coordinators, Librarians, Managers or Directors.

MINIMUM QUALIFICATIONS:

- 4 year post-secondary degree [or]
- 2 years of college undergraduate course work and 4-8 years of experience at the Wilmington Public Library of Clinton County [or]
- 2 years of college undergraduate course work and 6-12 years of experience in any library environment

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Ability to learn the general rules and regulations of library systems
- Ability to learn library circulation and processing procedures
- Ability to learn general types and uses of library materials, including basic information sources and materials
- Ability to work with limited supervision
- Ability to follow written and verbal directions
- Ability to deal tactfully and courteously with the public; to establish and maintain effective working relationships with co-workers
- Ability to assist other staff in various phases of library work

- Ability to sort and file alphabetically and numerically
- Ability to read numbers and letters rapidly and accurately
- Ability to communicate effectively, both orally and in writing
- Ability to maintain composure in stressful work situations
- Experience with computers and other common office equipment
- Ability to make decisions in accordance with library policies and procedures
- Requires physical ability and strength to bend, reach, lift, and carry up to 40 lbs., and extensive use of a computer terminal
- Ability to work without direct supervision
- Ability to show initiative and the motivation to work independently

TYPICAL DUTIES:

- Projects a positive and pleasant attitude to the public and cooperates and maintains an effective relationship with other staff members as part of a team
- Contributes to the overall effectiveness of providing direct service to patrons in a courteous and business-like manner
- Works efficiently and accurately with library computers
- Processes reserves and takes holds
- Sort and reshelve library materials
- Performs circulation duties and answers basic informational questions
- Performs opening and closing procedures
- Serves patrons in a courteous and business-like manner
- Takes patron registrations and performs computer inquiries
- Assist patrons with library equipment and relates software and collects related usage fees (i.e. copier, microfilm and reader/printer, computers, internet copies, etc.)
- Informs and enrolls patrons for reading programs, book discussion groups and any other library sponsored programs
- May perform inter-library loan duties, including locating material in-house or via computer
- May perform technical services duties including bibliographic maintenance, copy cataloging and materials processing
- General clerical; answer telephone and route messages and filing
- Occasionally acts as in-charge employee in the absence of Coordinators, Librarians Managers or Directors
- Public relations duties as required
- Cleans and repairs library material as needed
- Adheres to library policies and procedures
- Performs related work as required
- Performs advanced public services, technical service or programming duties as required

- Accepts more responsibility in the absence of Directors, Coordinators, Librarians or Managers
- Routinely acts as in-charge employee in the absence of Coordinators, Librarians, Managers or Directors
- Performs in-depth information searches
- Resolves public service issues, including enforcing library policies and procedures
- Accepts extraordinary responsibilities such as acting as a second level supervisor when conflicts arise around how to apply temporary policies, guidelines and procedures

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of skills and abilities required to do the job. Rather they are intended only to describe the general nature of the job. Other duties may be assigned at the discretion of the Director or other supervising employees.

Adopted by the Director with the force of a guideline: July 31, 2020.