

BURLINGTON LIBRARY ASSISTANT

General Job Description:

Under supervision of Branch Director, perform public service work and technical service work, serving library patrons directly or indirectly

Hours: Average 31 per week. Non-exempt for purposes of Fair Labor Standards Act

Specific Duties:

- Perform circulation desk procedures including but not limited to manual processes and computerized checking in and out of materials, registration of borrowers, placing and supplying holds, entering magazine holdings, changing status of barcodes, printing lists and searching
- Conduct reference interviews and assist patrons with on-site, telephone and e-mail information searches in print and electronic formats
- Assist patrons in selecting recreational reading materials through knowledge of authors and types of literature
- Schedule public meetings and computer use according to library policies
- Provide basic instruction to patrons on specified equipment, library software and databases
- Interpret library policies to the public
- Request and supply interlibrary loan materials and assist in interlibrary loan processes
- Notify patrons about interlibrary loan items, holds and other library services following appropriate procedures
- Perform basic diagnostic troubleshooting and security measures on computers
- Assist with collection maintenance such as inventory, shelving and shelf reading by approved library filing techniques and the Dewey Decimal system
- Develop and conduct library programs and displays as assigned by the Branch Director
- Withdraw, repair and recondition library materials as directed
- Maintain standard ledger sheet and circulation reports
- Perform overdue procedures as directed
- Assist with supplies inventory
- Adhere to safety procedures and assist in maintaining current safety data for the branch
- Serve on library committees as assigned by the Administrator

Knowledge and Abilities:

- Ability to demonstrate and promote positive customer service techniques such as smiling and making eye contact with each person, conducting a reference interview, honoring confidentiality and guiding requestor to various sources to respond to expressed needs
- Ability to communicate effectively with staff and public while maintaining positive public relations in person, by phone and e-mail
- Ability to operate library business machines and computer resources which require knowledge of databases, search methods, policies and protocols
- Ability to alphabetize, use library filing rules and the Dewey Decimal system
- Ability to use library computer software, basic word processing and spreadsheet software, and ability to manage computerized files
- Ability to make change in U.S. currency
- Ability to interpret library policies to the public

- Ability to maintain skills through continuing education

Physical Requirements of the Position with or without Reasonable Accommodation:

- Flexibility - Sitting, standing, walking, climbing, stooping, bending, twisting and reaching
- Talking and hearing - use of the telephone, speaking with the public
- Vision - far vision at 20 feet or further; near vision at 20 inches or less
- Maneuvering materials - 50 pounds or less
- Handling - processing, picking up and shelving materials
- Fingering - typing, writing, filing, sorting, shelving and processing materials
- Pushing and pulling - objects weighing 60-80 pounds on wheels
- Mobility - travel to meetings outside the library

Mental Requirements:

- Communication Skills - effectively communicate ideas and information, both in written and verbal forms at the vocabulary level of a college junior or above
- Reading Ability - effectively read and understand information contained in memoranda, reports, bulletins and electronic information databases
- Ability to Comprehend and Follow Instructions - effectively follow written and verbal instructions from supervisor
- Mathematical Ability - calculate basic arithmetic problems (addition, subtraction, multiplication and division) without the aid of a calculator
- Time Management - set priorities to meet assignment deadlines
- Workplace Behavior - courteous to co-workers, work effectively in shared workspace, value diverse work styles, accept and give constructive criticism in a positive manner and be sensitive to personal habits that impact coworkers

Environment and Working Conditions:

- Inside work environment
- Flexible work hours; frequent evening and weekend hours

Equipment Used:

Computer, printer, calculator, typewriter, copy machine, fax machine, telephone, laminator, microfilm/fiche reader-printer, audio-visual equipment

Preferred Education and Experience:

- Associate Degree or hours towards an undergraduate degree
- Three years of general office or customer service experience
- Basic computer skills in word processing, spreadsheet and Internet applications
- Internet searching experience
- Previous library experience

Salary Range Clerical I B \$ 9.09 per hour

Library Assistant Position – 31 hours per week