



COUNTY OF CALHOUN

Nov 2016

Job Description

Job Title:

PATRON SERVICES LIBRARY ASSISTANT

FLSA Status: Non-Exempt

Position Summary

Under limited supervision is responsible for the delivery of basic circulation, reference and technology services provided to patrons for the Calhoun County Library and bookmobile and is responsible to the Library Manager.

Essential Functions *(These tasks are illustrative only; to carry out the day-to-day functions of the job, other duties may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Regular and punctual attendance is essential and necessary to perform the essential duties and responsibilities required for this job.

Performs daytime and evening circulation at the Library or other outlets; may supervise volunteers.

Maintains knowledge and use of circulation functions of library's Integrated Library System (ILS) software; consults and shares information with fellow staff members.

Registers library patrons and updates patron information with a high degree of accuracy in the ILS.

Performs basic reference transactions.

Provides basic technology assistance to fellow staff and the public when required.

Records statistical information about face-to-face and telephone service transactions; Records telephone transactions, security issues and patron complaints.

Maintains awareness of new titles and recent additions to the collection; provides basic reader's advisory services to the public.

Other Important Responsibilities

Retrieves materials from the book return bins and prepares materials for re-shelving or transit.

May act as consultant or advisor to patrons.

Remains aware of safety and security issues and takes appropriate action as needed.

Develops and participates in special projects and activities as assigned; performs other duties as assigned.

May work some weekends, evenings, and community festivals.

Required Knowledge, Skills and Abilities

An understanding of basic aims and services of library, policies, procedures, materials and practices.

General awareness of books and authors.

Ability to communicate pleasantly and effectively with the general public and with library staff.

Ability to effectively and tactfully explain and enforce library policy in most situations.

Aptitude for general computer skills, Microsoft Office applications, and an integrated library system; ability to acquire and use changing technology skills as required.

Ability to establish and maintain effective and positive work relationships with co-workers and supervisors, other County departments, and local businesses and organizations.

Ability to work independently and use good judgment.

Proven ability to accomplish work assignments in a team environment.

Ability to freely and quickly move about to assist patrons and perform other job functions.

Orderliness and accuracy in record keeping.

Education & Experience

Two years academic training past high school.

One year of satisfactory library experience preferred.

Two years experience in customer service settings preferred.

Physical Requirements

While performing the duties of this job, the employee is frequently required to sit, stand, talk, and hear. The employee is occasionally required to walk, reach with arms and hands; use hands or fingers to operate, handle, or feel objects, tools or controls.

Hand-eye coordination is necessary to operate computer and various types of office equipment.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required for this job include adjust focus and close and distance vision.

Work Environment

The work environment is generally busy, requiring the employee to manage his / her time successfully in order to complete tasks with constant interruptions by patrons needing assistance.

Calhoun County is an Equal Opportunity Employer. The Calhoun County Library does not discriminate on the basis of age, race, color, religion, sex, national origin, familial status or disability. Prospective and current employees are invited to discuss accommodations.

This job description does not constitute an employment agreement between the County and the employee and is subject to change by the Library as its needs and requirements of the job change.