

JOB DESCRIPTION
West Custer County Library District
Position: Substitute Library Assistant

I. Position Purpose

Provides assistance to Library patrons of all ages and abilities by performing a variety of supervised general, basic, routine, and moderately complex tasks, using personal, administrative and technical skills and knowledge.

II. Relationships

Works under the supervision of the Director and Lead Front Desk Staff. Uses well-defined procedures, standards and guidelines. Assists patrons by returning Library materials to their correct locations; maintaining materials in an orderly manner on the shelves; and by providing routine clerical duties in the borrowing and returning of Library material. May help patrons in person, by telephone, fax or other electronic media. Works as a member of a team. Additional duties may be assigned. Team members must interact and maintain courteous and effective relations with Library staff, patrons and businesses.

III. Primary Duties and Responsibilities

Technical Duties and Skills:

1. Uses the Library's computer system, other databases, standard print, reference and periodical literature to assist patrons in locating materials and finding information.
2. Uses the Library's computer system to assist patrons in borrowing, returning and renewing materials. Locates and checks out hold material.
3. Receives fines and book payments or donations, makes change as needed using Library's cash register.
4. Assists patrons in filling out the Library card application. Issues Library card and enters data into the proper database.
5. Uses the Library's patron computers to assist patrons in the use of Internet, online Library catalog, databases, Past Perfect Archives and Historical Newspapers. Also, may assist patrons in using personal devices, the microfilm reader and other equipment.
6. Knows how to use, inspect and make minor repairs on copy, fax, and printing equipment. May be asked to make minor service repairs to building, such as light bulbs or toilet paper replacement. Notifies Director of problems.
7. Knows how to clean and maintain exterior computer equipment. May be asked to clean books or DVDs, and label materials or remove NEW labels.
8. Knows how to do minor computer software troubleshooting and has rudimentary knowledge of Library computer network system.

Administrative Duties and Skills:

1. Explains basic library programs and services, regulations and policies and resolves basic complaints.
2. Processes interlibrary or telephone requests from patrons or other locations.
3. Checks in books and other Library materials. Shelves material according to the book or material type in the proper place. May assist with inventory.
4. Identifies books and other materials in poor condition and places the material in the mending area and makes note of what needs fixing.
5. Maintains study, play and other areas by re-shelving materials left on tables, floors, chairs and other areas.
6. Answers telephones and determines needs of caller. Provides basic and routine answers to questions. Refers callers to proper people when appropriate. Takes messages accurately.
7. Performs duties thoroughly and follows through to completion in a timely manner.

Public Relations Duties and Skills:

1. Uses appropriate customer service skills with public (e.g. confidentiality, sensitivity).
2. Encourages patron use and enjoyment of the Library. Welcomes all community members to feel comfortable using the Library.
3. Upholds Library policies, including fines and other penalties, even with difficult patrons.
4. Uses reliability, humor, and cooperation in dealing with team work assignments and overseeing volunteers.
5. Takes time to know what's going on in community and how to refer interested patrons to appropriate source for information.
6. Incorporates these job requirements into everyday work habits: good verbal communication, listening skills and problem solving skills. Uses independent judgment within procedural boundaries. Willing to learn new things. Able to understand and follow moderately complex directions.

IV. Education, Experience, Skills and Abilities Needed:

Education: Required: high school or GED diploma. Desired: Bachelor's degree.

Experience: Required: 1 year of customer service experience. Preferred: 6 months to 1-year experience at the West Custer County Library District or 2 years of circulation experience at another library; comfort with computers, credibility, integrity, sense of humor and curiosity; willingness to learn new skills, ability to work as a team. Desired: working knowledge of community.

Skills and Abilities: Good verbal communication, listening skills and problem solving skills are required. Other required abilities: ability to use independent judgment within procedural boundaries; ability to do moderately complex work; ability to pay careful attention to detail and to follow tasks through to completion despite frequent interruption; ability and willingness to function and participate in group/team situations and environment; ability to function under flexible and

changing conditions; ability to understand and follow moderately complex directions as given.

The position requires the ability to use personal computers, telephones, copiers, fax machines, electronic mail programs, and microfilm readers. Also required: the ability to understand and accurately use a variety of software programs including various databases and the Library's computer system.

The position requires reading, writing, speaking, and understanding English. Accurate alphabetical and numerical/statistical skills and legible handwriting are required. The position requires the ability to accurately recognize and compare words, alphabet characters and numbers, and the ability to learn and use research techniques. Staff must be able to lift and unpack heavy packages and other materials using sharp equipment in a safe manner.

V. Compensation

Salary: Current year's Colorado State Minimum Wage

Benefits: No benefits

May 2018