

LIBRARY ASSISTANT I (CIRCULATION SERVICES)
Position Description

Reports to:	Head of Circulation Services
Schedule:	Part time, up to 25 hours per week. Flexible schedule to include days, nights and weekends.
Union Position:	Westland Library Union SEIU Local 517M (Non-Supervisory)
Salary:	Starts at \$14.32 per hour.
Benefits:	Prorated vacation leave, personal leave and paid holidays for employees working 20 or more hours per week. Employer provided contribution to retirement (401a) after meeting service requirements.

SUMMARY:

Under the direction of the Head of Circulation Services, the Library Assistant directly serves patrons by checking-in and checking out materials, registering patrons, collecting money for fines and fees, scheduling meeting rooms, and answering simple patron queries. Performs a wide variety of routine and occasionally complex clerical and computer work. Works with staff throughout the library on projects that enhance the library's image in the community.

DUTIES AND RESPONSIBILITIES:

1. Checks library materials in and out using integrated library automation system (currently Innovative Interfaces).
2. Assists patrons with using the self-check out machines, copiers and other equipment.
3. Processes overdue notices and holds, renews library materials and follows procedures for dealing with missing, damaged and lost materials.
4. Registers new library patrons, processes renewal and replacement library cards, and maintains patron records in automated system.

DUTIES AND RESPONSIBILITIES (continued):

5. Collects monies received from patrons for library/Friends transactions and provides accurate reports to the Administration Office.
6. Assists patrons of all ages with simple/directional information and refers more advanced/complex requests to other departments for assistance.
7. Performs opening and closing procedures for circulation operations.
8. Cleans audiovisual materials such as CDs and DVDs and recommends replacement.
9. Assists with library programs, displays and special events.
10. Communicates library policies and procedures to patrons.

11. Assists patrons with the use of library services and facilities.
12. Performs other duties as assigned by the departmental head.

EDUCATION AND EXPERIENCE:

- High School Graduation or GED. Some college coursework preferred.
- 1-2 years of customer service or retail experience, preferably in a public library.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Serve patrons with politeness, courtesy and tact.
2. Strong attention to detail and accuracy.
3. Ability to work under stress, frequent interruptions, and changes in work priorities.
4. Excellent communications and interpersonal skills with staff and the public.
5. Knowledge of popular culture and various genres of material in the library collection.
6. Works independently and takes initiative to successfully complete duties.
7. Ability to work cooperatively with library staff in a team environment.
8. Good knowledge of computers, mobile devices and automated library systems.
9. Ability to operate a variety of standard office equipment including a computer, fax machine, cash register and copy machine.
10. Working knowledge and understanding of library policies and procedures.
11. Ability to maintain discretion in handling confidential library matters in accordance with the Library Privacy Act.
12. Ability to work effectively with a diverse public including adults, children and teenagers.
13. Valid Michigan driver's license.

PHYSICAL REQUIREMENTS:

- Physical ability to push/pull fully loaded book carts weighing up to 200 lbs, retrieve or place materials above shoulder or below knee level, and lift/carry materials and delivery bags weighing up to 40 pounds.
- Ability to sit, stand, and walk for long periods and the ability to bend, reach, stoop or crouch.
- Sufficient clarity of speech and hearing which permits the employee to communicate in writing and verbally.
- Sufficient vision, which permits the employee to produce and review a wide variety of materials in both electronic and hard copy form.

The physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. The details herein are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.

IL – July 9, 2019