

SHELBYVILLE - BEDFORD COUNTY PUBLIC LIBRARY
POSITION DESCRIPTION
LIBRARY ASSISTANT - PART-TIME

The Library Assistant performs a variety of patron contact duties including: actively assisting patrons with finding library materials and with using the catalog, assisting patrons with self-directed activities, handling all circulation duties, shelving library materials, and maintaining displays. The Library Assistant is usually the first point of contact for patrons and must exhibit excellent customer service while performing all work duties. Work is performed under general supervision. A proven record of customer service is required. Must work well with other staff members.

EXAMPLES OF DUTIES:

- Demonstrates effective public service skills.
- Assist library patrons at circulation desk; check in or check out library material; issue library cards.
- Collect fees; issue receipts; enter data into the computer; count money collected and ensure that money is properly documented.
- Process requests for library cards including accepting applications, verifying patron information, and entering data into the computer.
- Assist patrons at the public access computer workstations.
- Maintain and update Meeting Room Calendar.
- File library card applications.
- Proactively seek to assist patrons to fulfill their needs.
- Collect, sanitize, and shelve library materials.
- Demonstrates a professional, positive, cooperative, team-oriented working relationship with staff, co-workers, and volunteers.
- Assist on Bookmobile when needed.
- Performs other reasonable duties as required.

QUALIFICATIONS:

Education: High School diploma or GED equivalent required. Bachelor's degree or Associate's degree is preferred.

Experience: Two years of previous public library or bookstore experience is preferred.

Language Skills: Bilingual (English and Spanish) is not required, but preferred.

Other Required/Preferred Skills & Experience

- Must possess excellent customer service skills and be a self-starter.
- Must be able to learn library operating systems, online databases, reader's advisory, and Internet searching.
- Must be able to provide efficient and courteous patron service towards a diverse patron population.
- Requires ability to handle patron complaints and handle difficult situations involving patrons.
- Requires the ability to work under periods of occasional stress resulting from peak periods of patron service requests.
- Must have the ability to work as an effective team member and work independently to complete work assignments as assigned.
- Requires the ability to establish and maintain effective working relationships with employees and library patrons.
- Must have the ability to learn and become proficient in skills, functions and technologies required to perform job duties, working effectively independently or cooperatively as part of a team, maintaining effective working relationships to complete assigned tasks and accomplish job responsibilities.
- **Knowledge, Skills and Abilities:** Ability to keep confidential records and perform routine tasks; learn library methods, techniques and computerized databases; work in a team environment; use good judgment. Ability to perform repetitive tasks accurately; pay attention to detail. Ability to work schedule given.
- **Computer Skills:** Must demonstrate competency in computer use including internet, email, Microsoft Office Products (or equivalent). Must be able to learn and become proficient with equipment and software programs as required to effectively and efficiently perform assigned duties.
- **Physical Abilities:** Hearing and vision corrected to normal ranges. Ability to lift and carry up to 25 pounds, and push a loaded book truck weighing 120 pounds. Ability to reach up to seven feet to retrieve and replace books with a stool, as needed. Must have the physical ability, stamina, mobility and manual dexterity to stand and walk for an entire shift.

Job Type: Part-time

Pay: \$12.25 per hour

Schedule:

- 15 hours a week plus substitute hours
- Weekend availability is required - Schedule will include Saturday hours.