JOB DESCRIPTION

LIBRARY ASSISTANT

Grade: 8
Date: 10/2017

JOB SUMMARY

Provides high level customer service to library patrons of all ages by performing a variety of tasks including reference, reader's advisory, programming, and outreach; performs other duties as assigned.

ESSENTIAL FUNCTIONS

(Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Provides patrons with a consistently high level of customer service by assisting in finding materials, conducting research, responding to questions and instructing patrons in the use of library equipment and computers;
- Ensures that the library is a welcoming place and that patrons have a positive experience and that their needs are met;
- Responds to patron email, phone or walk-in requests;
- Provides reference and readers advisory services to patrons;
- Searches databases for patron ILL requests, fills requests from other libraries;
- Maintains meeting room calendar and explains policies of meeting room to patrons;
- Assists with the development, planning and presentation of library programs for patrons of all ages;
- Develops promotional and advertising materials for library programs and events and provides to the appropriate sources;
- Develops, maintains, and promotes active community partnerships;
- Handles monies in an appropriate manner; collects monies from fines or lost books; operates cash register; reconciles daily register transactions;
- Shelves materials, shelf reads, and may participate in materials selection and ordering;
- Performs circulation functions including checking library materials in and out, renewing and issuing library cards and updating patron information and maintaining user information database;
- Assists with troubleshooting and maintaining library equipment and computers to ensure they are in working order and accessible to patrons;
- Maintains awareness of commonly used technologies and applies technology effectively for ongoing learning and collaboration;
- Identifies and helps others appropriately use the library's online resources including the online catalog, databases, social media accounts, etc.;
- Maintains awareness of current technology trends and the needs of the patrons the library serves;
- Prepares and maintains monthly statistics;

- May:
    - Balance cash registers and take deposits to bank;
    - Provide outreach services and programs offsite
    - Update library blog or Facebook page
    - Coordinate work of volunteers
    - Serve as building supervisor as necessary
    - Assists in material selection and inputting orders
    - Writes library columns once a quarter
- Attends meetings and participates in committees and organizations that further the System's mission and goals; and
- Keeps abreast of library developments by attending workshops and educational programs and reading periodicals and specialized literature.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

The employee is expected to perform or possess the following:

1. Ability to gain thorough knowledge of Eastern Oklahoma Library Systems' policies and procedures;
2. Ability to act as a representative of Eastern Oklahoma Library System to the public;
3. Thorough knowledge of library circulation practices and procedures as well as reader's advisory and reference services and functions;
4. Ability to establish priorities and organize workload effectively and efficiently while paying attention to detail;
5. Ability to accurately identify and respond to the needs of the System, branch and patrons in a timely fashion;
6. Ability to communicate and work effectively with diverse individuals (patrons and staff) in order to accomplish System, branch and department goals and objectives;
7. Ability to maintain a pleasant and productive working atmosphere;
8. Ability to keep all relevant parties informed of major issues;
9. Ability to establish and maintain effective working relationships with other staff;
10. Knowledge of electronic resources, including the Internet and database information management;
11. Ability to operate relevant computer systems, including hardware and software, computer networks, and office machines and other equipment;
12. Demonstrates general understanding of basic computer skills coupled with a basic understanding and knowledge of computer equipment; can also demonstrate use of equipment;
13. Ability to identify, diagnose, and correct basic technology problems;
14. Ability to communicate with non-technical and technical end-users, to facilitate understanding of technical ideas and systems including the use of a variety of software applications and mobile devices;
15. Ability to download and install a variety of applications and assist and support patrons, when needed, in a timely and pleasing manner;
16. Ability to know where and how to obtain answers to technology issues;
17. Ability to update information for patrons and others as it relates to instructions and directions, which are clear and concise and easy to understand;
18. Displays tact, diplomacy, and patience when dealing with staff and patrons to resolve technology issues or explain use of particular devices or platforms;
19. Utilizes technology to create graphics and/or various marketing materials;
20. Ability to use basic internet search strategies and available library databases and ability to effectively communicate this knowledge to patrons;
21. Ability to access information across a variety of platforms and devices;

22. Willingness to troubleshoot computer hardware, software, mobile devices, office machines and equipment and resolve issues; and
23. Willingness to experiment with new technologies and share learnings with others.

EDUCATION AND EXPERIENCE

Associates Degree or two years of college.
Two years of related experience or equivalent combination of technical training, education and experience.
Level II OK Public Librarian Certification or ability to obtain within the set time period that EOLS establishes.

PHYSICAL AND ENVIRONMENTAL CONDITIONS

Work requires routine physical effort in the handling of moderately light materials of between 20 and 50 pounds. Work requires standing for long periods of time and some stooping and bending.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries, classrooms or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.