

Job Title: Library Aide

Department: Library

Immediate Supervisor: Library Director

**SUMMARY:**

The primary objective of this position is to provide service to the public in conjunction with the operation of the circulation desk as well as related assigned tasks. Work is subject to direct supervision and review.

**ESSENTIAL FUNCTIONS OF THE JOB:**

- Maintain working knowledge of integrated library system, providing direct service to customers
- Offer positive customer service
- Answer telephone
- Register new patrons and add information to system database
- Assist patrons with basic Internet/computer/on-line catalog queries
- Possess an understanding of and the ability to explain library's policies and procedures
- Take fee payments and adjust patron record
- Shelf library materials
- Process new materials with labels, book covers, etc.
- Repair damaged materials as needed
- Fill and package interlibrary loan requests
- Assist with weeding and withdrawal of materials
- Understand use of public PC management system (Pharos)
- Perform basic trouble-shooting on wifi, staff or public computers
- Participate in training courses as needed
- "Open" and "close" the library

**EDUCATION AND EXPERIENCE:**

- High School experience, working towards graduation/graduate or GED
- Computer experience using on-line database is desired
- Keyboarding skills needed
- Familiarity with library services is desired

**LANGUAGE SKILLS:**

- Ability to understand and follow oral and written instructions
- Ability to effectively communicate with patrons of all ages

- Ability to read and interpret instructional manuals
- Ability to answer phones, take messages, answer questions and give information accurately

#### MATHEMATICAL SKILLS:

- Ability to perform basic arithmetic computations using whole numbers, fractions and decimals
- Ability to receive and record money collected and to make proper change
- Ability to correctly maintain and update patron records for billing and receiving payments

#### OTHER SKILLS AND ABILITIES:

- Ability to work with extreme accuracy with attention to detail
- Ability to work with computer; retrieve, assimilate, and use information from on-line databases
- Ability to learn assigned tasks
- Ability to establish and maintain working relationships with library patrons and staff
- Ability to be flexible
- Ability to act independently and take initiative to solve problems
- Ability to be positive and helpful to patrons of all backgrounds
- Other duties as assigned by the library director.

#### PHYSICAL DEMANDS:

While performing duties of this job, one frequently sits, talks, or hears and uses hands; occasionally stands, walks, stoops, kneels, crouches, or crawls and reaches with hands and arms. Frequently required to lift up to 25 pounds and occasionally lift up to 50 pounds. Working environment is very quiet to moderately noisy.