



Department:	Library
Reports To:	Head Librarian
Supervisory Duties:	No
Last Updated:	August 13, 2018

Position Details

The main purpose of the Library Aide is to provide assistance to community members when they access the Jessie F. Hallett Memorial Library Services. These services may include, but are not limited to locating materials for patrons, solving computer questions in the computer lab, and troubleshooting patrons' e-book devices. This position must maintain excellent customer service skills and adherence to strict patron confidentiality code are vital in this position. This position must have accuracy for recording information in patrons' records and conscientious handling of library collection materials.

Operates Front Desk

- Check materials in and out for patrons.
- Promotes a cooperative work for patrons via phone or front desk.
- Assists patrons with reserving books, locating books, materials, and other inquiries.
- Assists patrons in the computer lab with basic computer operations, printing, and technical issues.
- Verifies and edits all patron library card information in the computer for accuracy, confirms correct township information, and e-mail address for the newsletter database.
- Responsible for opening and closing of the library, which includes clearing out the book drop and handing incoming mail and magazines.
- Monitors all areas of the library, which includes monitoring children and teens in the facility if they are unaccompanied by an adult.
- Counts money from library sources and organizes weekly deposit. Delivers to the City offices.

Public Engagement

- Plans programming for children and adults to promote reading, and the Library as a cultural hub for the population served.
- Promotes a cooperative work environment with other City departments and appropriate community groups.
- Deals courteously, effectively, and tactfully with the public.

Position Requirements

Knowledge, Skills and Abilities

- Decisions have a positive or negative impact affecting direct work.
- Handles a variety of typical assignments and problems under moderate supervision within standard operating procedures; supervisor assists with judgment calls and prioritization of work.
- Requires application of a variety of procedures, policies and/or precedents, and moderate analytical ability in adapting standard methods by using generally prescribed procedures.
- Problem solving impacts immediate work area. Failures and successes are readily isolated and have limited financial impact.
- Frequent contact with department and other departments, outside agencies and public.

- Responds to matters requiring detailed or technical responses and explanations.
- Thorough ability to communicate effectively, orally, and in writing.
- Widely varied work complexity requiring analytical ability and inductive thinking in adapting policies, procedures, and methods to fit unusual and complex situations.
- Thorough ability to analyze and research difficult and complex problems and make effective solution-oriented recommendations and policy.
- Considerable ability to operate a telephone, computer, calculator, cell phone, fax machine, copy machine, drive a motor vehicle, and hear staff, elected officials, and the public.
- Considerable ability to read, assemble, organize and present, in oral and written form, statistical data, and information derived from a variety of original and secondary sources.
- Considerable ability to establish and maintain effective working relationships with patrons and city staff.
- Working ability to sit and stand for a long period of time.

Education

A High School Diploma or GED.

Requirements

Basic computer skills

Licenses/Certifications

This position does not require additional licenses or certificates.

Physical and Mental Requirements

Positions in this job typically require frequent sitting and standing, intermittent bending or stooping and kneeling or squatting. This type of work entails continuous and considerable mental effort and stress with over 70% of the time of a typical workweek spent working with details; and ability to frequently meet high attention to detail and tight deadlines. This position is generally light-duty and may require the exertion of up to 25 pounds of force on occasion and the ability to lift, carry, push, pull, and move objects.

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

Working Conditions

Most work is performed in an office environment involving use of computers, copiers, phones, and office equipment. Occasionally this position is exposed to annoying odors. This position is continuously exposed to keyboarding and repetitive movement. There is intermittent exposure to hostile, aggressive, or violent behavior by members of the public.

The work environment characteristics described here are representative to those an employee encounters while performing essential functions of this job. Reasonable accommodations can be made to enable individuals with disabilities to perform the essential functions.

Competencies Common to All City Positions

- Develop, maintain a thorough working knowledge of, and comply with all departmental and applicable City policies and procedures
- Demonstration through example, the spirit of service, excellence, and integrity expected from all staff.
- Develop respectful and cooperative working relationships with co-workers, including a willingness to assist newer staff so job responsibilities can be performed with confidence as quickly as possible.
- Confer regularly with and keep immediate supervisor informed of all important matters which pertain to the applicable job functions and responsibilities.
- Represent the City of Crosby in a professional manner to the public, outside contacts, and constituencies.