

JOB DESCRIPTION
CITY OF DEWITT
DEWITT COMMUNITY LIBRARY

TITLE: *Library Assistant*
DEPT: LIBRARY
FLSA: NON-EXEMPT
Reports to: Library Director

JOB SUMMARY: Performs clerical, some programming and other library work as required

EDUCATIONAL REQUIREMENTS: High school diploma required, some college credits preferred. At least 1-2 years of customer service required.

SPECIFIC DUTIES

- Performs regular circulation activities at the service desk including checking materials in/out, placing holds, registering borrowers, answering reference questions, providing reader's advisory services, etc.
- Collects fines and fees and accurately records monetary transactions
- Instructs library users on use of computers, tech devices and other office equipment made available to the general public
- Processes ILL
- Assists the Children's Librarian and Director to implement programming
- Assists with processing and repair of library materials
- Processes overdues
- Assists other library staff with special projects as needed.

ADDITIONAL REQUIREMENTS AND SKILLS

- Exceptional organizational and clerical skills.
- Must have basic Excel and Database knowledge.
- Provides excellent customer service to all library users
- Must be able to carry out policies and procedures established by the Board of Trustees
- Demonstrates good problem-solving, judgment, and decision-making abilities
- Displays working knowledge of computer applications, devices and interactive multimedia/audiovisual services
- Establishes good working relationship with staff and volunteers
- Demonstrates a sense of community and is willing to understand and anticipate library users' needs
- Reflects positive image in the community

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Strong customer service skills and must demonstrate friendly and courteous behavior to patrons of all ages. Ability to effectively express ideas verbally and in writing. Regular attendance/dependable. Must be detail oriented, self-motivated and able to work alone or with a team. Honest. Ability to follow written and oral directions. Must have solid knowledge of PC's, Windows software applications, Excel, and the Internet. Must be willing to adapt to new procedures based on library needs and remain flexible. Must have the ability to take initiative and use good judgement and discretion in making decisions and referring questions. Has a positive attitude.

WORKING CONDITIONS:

Assists library customers in the use of the library and performs work which is moderately physically demanding. Inside office work performed under controlled conditions, but with occasional humidity, poor ventilation and noise. Occasional climbing, stooping, kneeling, and reaching activities. Requires ability to converse, using verbal and listening skills, with citizen customers and staff. Ability to deal with difficult people. Requires clarity of vision 20" or less, and 20' or more as well as eye/hand coordination, manual/finger dexterity and motor coordination. Requires clerical, forms, numerical, and verbal perception. Minimal physical strength requirements involving the moving, lifting, pushing, carrying and pulling of objects weighing up to 50 pounds.

REQUIREMENTS: Any combination of training and experience that provides the required knowledge, skills and abilities.

DISCLAIMER:

All duties and requirements in this job description have been determined by the employer to be essential job functions consistent with ADA requirements and are representative of the functions that are necessary to successful job performance. They may not however reflect the only duties performed. Employees in this job class will be expected to perform other job-related duties when it can be reasonably implied that such duties do not fundamentally change the basic requirements, purpose or intent of the position.

Approved by the Library Board of Trustees 07/23