



HUDSON AREA JOINT LIBRARY LIBRARY ASSISTANT I

Department: Patron Services

Classification: Library Assistant

Reports to: Library Director; Patron Services Coordinator

Pay Range:

Date Approved: August 21, 2018

FSLA: Exempt

Date Revised:

This position is responsible for providing high-quality, friendly, and immediate customer service at the circulation desk. This position is a part-time position.

The following knowledge, skills, and abilities are required of all employees:

1. Communication:

- *Effective written and oral communication skills;*
- *Active listening skills; seeks first to understand.*
- *Communicates respectfully, at all times.*

2. Customer Service: *Effectively connects with the patron and builds positive relationships with library patrons.*

3. Personal Leadership:

- *Demonstrates effective judgement and decision making process;*
- *Provides appropriate responses and direction to predictable and unpredictable situations;*
- *Models accountable behaviors and interactions to create a foundation of trust;*
- *Embraces change;*
- *Seeks learning opportunities;*
- *Maintains patron confidentiality;*
- *Creates a positive and productive work environment.*

4. Results: *Aligns work with Library's mission and vision and strategic plan goals; Accepts responsibility for outcomes.*

5. Self-Management: *Balances work and personal life; is aware of emotions and impact on others.*

6. Relationships – Teamwork:

- *Promotes team cohesiveness and accountability;*
- *Inspires others through effective leadership;*
- *Collaborates with others;*
- *Shares expertise and talents;*
- *Participates actively and productively in meetings.*

7. Technology: *Embraces new and emerging technology for efficiency and life-long learning.*



ESSENTIAL FUNCTIONS

The following job functions are the regular duties for this position. These duties are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Provides excellent customer service to all patrons;
- Performs general circulation tasks, such as checking materials in and out, assistance with self-check equipment, registering new patrons, collecting fines and fees, and placing hold requests.
- Provides computer assistance, as needed;
- Completes opening and closing tasks, as needed;
- Provides directional assistance to patrons, and refers patrons to appropriate personnel for reference questions and assistance;
- Answers phone and directs calls, as needed;
- Maintains patron confidentiality.

OTHER JOB FUNCTIONS

- Performs other job duties as assigned.
- Process new materials.
- Repair damaged materials, as needed.

REQUIREMENTS

- Education: High School diploma or equivalent.
- Experience: Previous retail or customer service experience preferred

KNOWLEDGE, ABILITIES, AND SKILLS

- **Knowledge of**
 - Computer systems and technology.
 - Office technology systems and equipment.
- **Ability to**
 - Use library computer system;
 - Maintain a regular work schedule;
 - Follow detailed directions;
 - Effectively present information and respond to patron questions;
 - Maintain confidentiality of patron information;
 - Work independently, organize and prioritize work, respond to changing work demands, and make decisions, as appropriate.
 - Maintain pleasant, courteous demeanor in all situations.
- **Skills in**
 - Interpersonal communication skills;
 - Organization and time management;
 - Problem solving.



PHYSICAL DEMANDS and WORKING CONDITIONS

- While performing the duties of this position the employee may be required to:
 - Sit, stand, walk, climb, stoop, kneel, crawl, talk, and hear;
 - Bend, twist, or reach;
 - Required to balance or climb, on occasion;
 - Push or pull wheeled library carts weighing up to 400 pounds;
 - Lift or carry items weighing 50 pounds or less;
 - Use fingers and hands to handle, feel, or operate objects, tools, or controls, such as computer keyboards.
- Work is performed indoors with a minimum amount of outside work.
- Work schedule may include evening and weekend hours, as necessary.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



ACCEPTANCE STATEMENT

I have carefully read, understand, and accept the position description, including the qualifications, requirements, and physical demands, with or without accommodation, of the position of Youth Services Librarian at the Hudson Area Library. If employed, I certify that I can and will perform the essential functions of the position. Administration reserves the right to change job responsibilities, duties, and hours as needs prevail. This document is for informational purposes only and does not indicate a written or implied contract of employment.

Acknowledgement of Review

I acknowledge that I have read the information presented above, and I understand the expectations set forth hereto.

Employee Signature

Date

Library Director

Date