



## Position Description: Library Assistant

**Position Title:** Library Assistant

**Status:** Non-exempt; part-time; hourly

**Position Reports To:** Library Director

### **Purpose of Position:**

The Library Assistant is responsible for performing day-to-day tasks related to outstanding customer service, circulation duties, collection maintenance, and light housekeeping. The duties listed below are not exclusive or all-inclusive; other duties may be assigned. This position requires the application of judgment in the interpretation of policies, procedures, and rules. Work is performed under the general supervision of the Library Director.

### **General Duties:**

1. Provides remarkable customer service including greeting patrons and projecting a friendly environment, including via phone
2. Performs circulation desk procedures such as checking materials in and out, registering new patrons, collecting fines, placing and filling holds, making copies, sending faxes, etc.
3. Shelves library materials
4. Organizes shelves regularly
5. Empties book return bins, and processes return materials both in-house and outgoing
6. Proposes suggestions to the Library Director regarding items to purchase for the collection, and assists in assessing donation items
7. Plans and assists with rotating library displays and designation of rotating themes
8. May assist with program planning and implementation as requested by the Library Director
9. Assists patrons with the use of the online catalog
10. Addresses reader's advisory and reference questions, and/or refers patron to appropriate personnel
11. Strictly adheres to laws and policies regarding patron confidentiality under WI statute Chapter 43.54
12. Relays patron suggestions/complaints to the Library Director
13. Performs light housekeeping tasks such as vacuuming, dusting, straightening lounge areas, etc.

**Specialized Duties-** In addition to the general work duties of a Library Assistant, this position may have specialization in one or more of the following areas.

Youth Services- Library Assistants with youth services specialized tasks put time and focus on the youngest members of the community by planning and implementing events and programs that encourage early literacy and nurture a creative atmosphere. Youth services duties encompass newborns through high school students.

Adult Services- Library Assistants with adult services specialized tasks put time and focus on all members of the community beyond youth. Events and programs that encourage community, creativity, educational and recreational opportunities, etc. will be the core of adult services.

Tech Services- Library Assistants with tech services specialized tasks put time and focus on various technical aspects of library-ship. Sample tasks may be related to marketing and/or public relations, assisting patrons with digital devices and/or directing patrons to alternate assistance options. Materials acquisition processes are considered technical services and includes the processing of new materials, withdrawing items from the catalog, repairing materials, adding magazines to the catalog, and/or cataloging items through in-house ILS processes.

Outreach- Outreach services are a joint effort with the Programming and Outreach Coordinator and are designed to develop partnerships, collaborations, and programs for all residents of the surrounding communities.

Training Services- Library Assistants may be assigned training tasks when new employees are hired at the library. Training is not limited to general duties and may include specialized duties after the mandatory new-hire probationary period.

**Expectations of the Position:**

1. High school diploma or equivalent preferred
2. Previous library experience preferred but not required
3. Knowledge of cash handling is required
4. Customer service experience is highly encouraged
5. Frequent evening and sporadic weekend hours required
6. Ability to attend staff meetings outside of regular shift hours
7. Ability to learn and use library-specific computer software and adapt to changes in technology including web browsers, mobile digital devices, Microsoft Office, and Windows OS
8. Ability to work independently as needed, organize and prioritize work, respond to varied/changing work demands, and use judgment to make decisions as required
9. Ability to develop a working knowledge of library methods and procedures
10. Ability to calculate basic mathematical problems such as addition, subtraction, multiplication, and division without the aid of a calculator
11. Ability to travel to meetings outside the library if required
12. Ability and willingness to maintain skills through continuing education activities
13. Ability to read, write, and speak English well
14. Ability to effectively communicate ideas and information both in written and verbal form

**Physical Demands**

1. Ability to sit, stand, reach, walk, stoop, kneel, crouch, speak, and listen as needed for regular duties
2. Vision abilities include close and distant vision, peripheral vision, depth perception, and ability to focus
3. Repetitive lifting, carrying, pulling, and pushing objects both with and without the assistance of carts/wheels

The Hortonville Public Library is an equal opportunity employer, in compliance with the Americans with Disabilities Act. Reasonable accommodation will be made for qualified individuals with disabilities and accommodation discussions are encouraged between the employee and the employer.

**Reviewed: November 26, 2024**

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