



COASTAL PLAIN REGIONAL LIBRARY
Cook County Library

LIBRARY ASSISTANT
LEVEL: I

JOB SUMMARY:

Under the direction and supervision of the Branch Manager, the Library Assistant I performs those activities associated with the circulation desk and customer service. These include, but are not limited to, registration of patrons, maintaining computer database records, receiving and checking out materials, and reshelving materials. Work is performed in accordance with well-defined procedures. Employees work under direct supervision, although they may operate with some independence once procedures are learned. Prompt and courteous service for all library patrons takes precedence over all other duties/tasks.

TYPICAL DUTIES:

- Registers new borrowers and explains library circulation procedures.
- Works with library patrons to resolve problems with library accounts.
- Directs patrons to other departments and personnel as necessary.
- Prepares the desk and public service areas for opening and closing daily
- Handles requests for reserve materials and notifies patrons when reserves and other loaned materials are available.
- Operates office equipment including Internet computers and printers, PC Reservation, multi-line phone and intercom system, microfilm/fiche reader-printers, VCR, typewriter, photocopy machine, cash register, and others.
- Serves as a voter registrar.
- Checks materials in and out of the library.
- Empties the book depository.
- Takes payments for fines and fees.
- Sorts and shelves books, magazines, newspapers, audio, video and other types of library materials in all areas of the library. Reads shelves to maintain books and other materials in proper order. Straightens and keeps in order all shelves, tables, and public areas of the library
- Mends books and other library items
- Monitor behavior of library users, effectively ascertaining and handling problematic situations
- Refers problems with circulation procedures, materials or other matters to the Head of Circulation or Branch manager
- Performs other duties as may be necessary in the operation of an effective library program



NECESSARY KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to readily learn routine library procedures
- Ability to learn the Dewey Decimal Classification System
- Ability to follow and execute oral and written instructions
- Ability to deal with the public in a helpful, courteous, and professional manner
- Ability to establish and maintain effective working relationships with other library employees
- Some beginning knowledge of the purpose and functions of public libraries
- Minimum of moderate typing, computer keyboarding, alphabetizing, filing, and numeric skills
- Ability to operate a Windows format computer
- Ability to handle cash, including counting and making the correct change and securely storing cash in the designated location.
- Flexible, adaptable to new situations, systems, and tools with the ability to juggle several tasks simultaneously
- Able to manage time efficiently
- Promptness and dependability required
- Ability to work around fluctuating temperatures and paper dust
- Ability to maintain complete confidentiality of information
- Ability to perform the physical activities associated with this position
- Ability to work a flexible schedule including nights and weekends and to be able to fill in for others

The above reflects the general information considered necessary to describe the essential functions of the job, and shall not be construed as an exhaustive statement of duties, responsibilities, or requirements that may be inherent in the job. It is not intended to limit or modify the right of a supervisor to assign, direct, or control the work of employees under his/her supervision. The use of a particular expression describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

PHYSICAL FUNCTIONS

Tasks involve the regular, and at times, sustained performance of moderately physically demanding work, typically involving some combination of standing for moderate to longer periods, climbing and balancing, stooping, kneeling, crouching, and crawling, and that will also involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds). The library assistant stands; reaches with arms; uses hands; fingers; sight; hearing; and verbal communication; bends, stoops, kneels; lifts and carries materials and pushes/pulls/maneuvers a wheeled book cart weighing up to 200 lbs when fully loaded. Job duties require standing for extended periods of time.

EDUCATION AND EXPERIENCE

Minimum of a high school diploma or GED certificate required.
Some clerical or public contact experience strongly desired.