



CLASSIFICATION	5
RANGE	\$12.80+ DOQ
FLSA	NON-EXEMPT
NOTICE REQUIREMENT	TWO WEEKS
RANDOM ALCOHOL/DRUG SCREENING REQUIREMENT	No

Library Assistant

Job Summary:

A Library Assistant connects people and ideas by providing welcoming, knowledgeable library services to the community. They enjoy varied activities, from public-facing engagement (customer service, instruction, promotion) to behind-the-scenes efficiency (processing, troubleshooting, producing). Whether in the library, at an outreach location or in a virtual setting, they greet everyone with a smile and proactively offer to assist, share information and collaborate with others in pursuit of library goals. They embrace learning, change, technology and innovation eagerly, and they are passionate about helping people navigate the world of ideas and information.

Key Responsibilities/Essential Functions:

- Strives to do the right thing, exercises good judgment and demonstrates high ethical standards
- Promotes the vision and values of the County and Library
- Actively pursues and maintains respectful and effective working relationships with coworkers, citizens and community partners
- Embraces constant learning and actively pursues professional development opportunities
- Provides a proactive, friendly, welcoming experience to all patrons in person or by phone, email, video conferencing or chat
- Promotes with enthusiasm the library's resources, services, events, social media channels, etc. to the community
- Fills, refills, plans and/or designs engaging promotional displays, flyers or posts
- Participates in and/or assists the social media team in posting timely, relevant and engaging content, as required
- Enforces the Code of Conduct to ensure appropriate patron behavior for a comfortable environment and experience
- Provides mobile services, such as Bookmobile or Homebound deliveries, as required
- Provides prompt and accurate circulation services using the integrated library system (ILS), including discharging, checking out, renewing, finding and placing holds on materials, etc.
- Registers new patrons, updates and troubleshoots patron records
- Empties and discharges items from bookdrops
- Ensures expedited and accurate placement of library materials on shelves, including sorting, shelving and shelf-reading
- Verifies good condition of materials prior to shelving or transit, checks for all parts (of sets) and initiates requests for prompt repair, discard or replacement as needed
- Maintains accurate and transparent records of financial transactions, including fines and fees
- Pre-approves and/or approves and accurately processes meeting space reservation requests
- Assists patrons in submitting requests to purchase specific materials and alerts appropriate staff to collection needs
- Processes new materials, as required, including applying covers and labels and/or entering data in the integrated library system (ILS)
- Offers knowledgeable and current readers' advisory, including suggestions for books, movies and music in all formats

- Helps patrons with public computer questions including equipment; email; printing; searching the internet; navigating websites; using Microsoft Office software (Word, Excel and PowerPoint); etc.
- Assists patrons with photocopying and faxing
- Helps patrons access library e-resources on personal or library devices
- Assists patrons in using the library online catalog and digital resources
- Provides basic research assistance and instructs patrons in basic information literacy skills, including finding and evaluating reliable, relevant and timely information
- Compiles readers' advisory, research and/or local information resources as required
- Assists with, plans and/or presents classes or events for children, teens and/or adults in both in-person and virtual formats
- Actively participates in a variety of projects and initiatives, including the Summer Reading Challenge, as required
- Assists with, plans or presents outreach activities at various community locations
- Maintains tidy appearance of library facility and materials, including cleaning as needed
- Opens/closes branch as required
- Attends workshops or training as required
- Serves on community boards or library/consortium committees as assigned
- Performs other related duties as assigned

Job Requirements:

- Any combination of education, training and experience equivalent to an Associate's degree from an accredited college or university, or ALA Library Support Staff Certification
- Two (2) years working in a customer service or teaching position
- Experience working in a library, bookstore or educational institution preferred
- Experience working in retail or other hectic, public-focused customer service environments preferred
- Demonstrated ability to actively and positively engage with people of all demographics, backgrounds and walks of life
- Demonstrated superior customer service skills
- Demonstrated history of continuous learning, improvement and innovation
- Able to resolve problems, complaints and conflicts tactfully and professionally
- Able to function well in a noisy, chaotic environment as well as in a quiet environment
- Adaptable to performing both creative and routine tasks as needed
- Demonstrated history of working effectively with others in a team
- Able to learn new skills and concepts quickly and to resolve problems independently
- Has intermediate technology skills, including mobile devices, hardware, internet browsers and email
- Has working knowledge of Windows operating system and Microsoft Office programs (Word, Excel, PowerPoint)
- Demonstrated history of learning new technology independently and on the fly
- Able to learn and develop proficiency using library software and digital resources
- Able to follow detailed directions and instructions given verbally or in writing
- Has excellent written and verbal communication skills
- Able to maintain a high level of speed and accuracy with all tasks and records
- Demonstrated history of attention to detail and of strong organizational skills
- Demonstrated ability to maintain calm demeanor in stressful situations
- Demonstrated record of reliable work attendance and punctuality
- Demonstrated good driving record
- Able to read maps and follow written and verbal geographic directions
- Able to work independently with little or no supervision
- Able to evaluate weather conditions and recommend delivery service cancelation or rescheduling as needed
- Bilingual (English and Spanish) skills preferred
- Touch typing skills preferred

Physical Demands/Special Work Environment:

- Sit and stand for long periods of time
- Focus for long periods of time
- Speak clearly and distinctly
- Hear and comprehend audible notifications and verbal communication
- Visual acuity to perform activities such as: driving; reading road signs; writing; preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading
- Substantial movements (motions) of the wrists, hands, and/or fingers
- Exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body
- Push book carts weighing over 100 pounds and lift boxes weighing up to 50 pounds.
- Bend, stoop and kneel to access low shelves and raise arms, lift or stand on stools or ladders to access high shelves.
- Picking, pinching, typing or otherwise working primarily with fingers rather than with the whole hand as in handling.
- Able to move about often inside the office to attend meetings; access files, library materials, office machines; and to interact with library patrons.

Reports to: Branch Manager

Supervisory Responsibility: None

Botetourt County provides equal employment opportunities to all employees and applicants for employment.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Employee Signature

Date

Supervisor Signature

Date