



## Library Assistant Library

LIB/6

### JOB SUMMARY

This position provides customer service and administrative support for library operations

### MAJOR DUTIES

- Provides customer service support to faculty, staff, students and the general public; checks materials in and out; collects overdue fines.
- Sorts and distributes mail; processes newspapers.
- Orders, organizes and inventories office and library supplies; maintains paper levels for printers and photocopiers.
- Maintains petty cash and prepares cash reports of monies paid the library.
- Receives and refers calls.
- Types correspondence and paperwork, including overdue letters and letters recognizing gifts.
- Produces and maintains library calendars and schedules.
- Attends training sessions.
- Shelves books; reads and organizes shelves.
- Performs related duties as assigned.

### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of library operations and procedures.
- Knowledge of college policies and procedures.
- Knowledge of customer service principles and practices.
- Knowledge of computers and job-related software programs.
- Skill in interpersonal relations and in dealing with the public.
- Skill in oral and written communication.
- Skill in providing quality customer services.

### SUPERVISORY CONTROLS

The Library Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

### GUIDELINES

Guidelines include college and library policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

### COMPLEXITY/SCOPE OF WORK

- The work consists of related customer services and administrative duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to provide administrative and customer service support for library operations. Success in this position results in the provision of quality library services to college students, faculty and staff.

## **CONTACTS**

- Contacts are typically with co-workers, faculty, staff, students, community patrons, representatives of other libraries, and members of the general public.
- Contacts are typically to give or exchange information, to resolve problems, or to provide services.

## **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light and heavy objects.
- The work is typically performed in an office.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None.

## **MINIMUM QUALIFICATIONS**

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.