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| Position Title | Library Assistant | |
| Position Statement | All NCW Libraries staff embrace these core competencies as an organization and as individuals who positively represent the library and its mission in the community. | |
| | <ul style="list-style-type: none"> • Ethical Practice • Professionalism • Building Respectful Relationships • Valuing Diversity & Promoting Inclusiveness • Library Advocacy & Intellectual Freedom | <ul style="list-style-type: none"> • User Focus • Effective Communication & Collaboration • Foundational Knowledge • Adaptability • Continuous Learning |
| Position Summary | Performs intermediate skilled human support providing assistance with daily duties at a branch library in a substitute capacity. Duties include general library customer service, assisting library patrons, issuing library cards, checking materials in and out, and related work as apparent or assigned. Work is performed under the supervision of the Branch Supervisor, Branch Librarian and Area Manager. | |
| Essential Functions | <ul style="list-style-type: none"> • Provides prompt, courteous support to internal and external customers. • Pull, sorts, and processes circulation materials and supplies, assesses materials for weeding, performs data entry for a variety of transactions into the appropriate system. • Processes returned circulation materials, requests, and fills orders; receives payments, and answers reference questions. • Provides guidance with technological issues and assists patrons in the use of electronic equipment and databases. • Models professionalism for colleagues and promotes a positive organizational culture by word and example. | <ul style="list-style-type: none"> • Organizes, arranges, and shelves materials as needed. • Assists in library opening and closing procedures. • Manages difficult patron situations in a calm, professional manner. • Promotes teamwork, collaboration, and inclusion. • Stays abreast of library policy and procedure. • Possesses knowledge and the ability to promote library advocacy and intellectual freedom. • Resolves patron complaints or challenges. • Issues library cards. • Prioritizes the learning of new technologies. |
| Knowledge, Skills & Abilities | <ul style="list-style-type: none"> • General knowledge of office procedures, equipment and record keeping. • General knowledge of library policies and procedures. • General knowledge of and interest in books and reader interest levels. • General knowledge of library circulation functions. • Strong written and oral communication skills. • Strong comfort level with basic computer and technological skills. | <ul style="list-style-type: none"> • Ability to establish and maintain effective working relationships with associates, patrons, and the general public. • Ability to exercise initiative and independent judgement and to work independently or as part of a team. • Ability to interact with a diverse population and establish and maintain effective working relationships with associates and the public. • Ability to effectively communicate with staff and patrons. |
| Education & Experience | High School Diploma or GED. | |
| Special | Flexibility to work evenings and weekends. | |

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| Requirements | Fluency in English and Spanish preferred. | |
| Physical Requirements | While performing the duties of this job, the employee is frequently required to stand; walk, sit; use hands to finger, handle or feel; reach with hands and arms; reach overhead, stoop, kneel, crouch, or crawl and talk or hear. Required to push, pull, load and unload carts, bins and boxes, pull books from shelves, put books back on shelves, occasionally required to climb or balance on a stool. Frequently lift and move up to 20 pounds, occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus. The noise level in the work environment is usually moderate. | |
| Wage & Benefits | <ul style="list-style-type: none"> • Classification C (\$15.18/hour) • Non-Regular • Substitute/On-Call | |