

CLASSIFICATION: Library Aide | **TITLE:** Library Aide

DEPARTMENT: Adult and/or Youth Services

SUPERVISOR: Library Coordinator - Adult or Youth Services

SUPERVISES: Not Applicable

STATUS: Part-Time | **MINIMUM HOURS:** 8 | **MAXIMUM HOURS** 19

The **Library Aide** cultivates a welcoming environment and provides high-quality customer service, reader advisory, reference assistance and other Library services to all patrons, while helping to maintain the Library's collections and efficiently circulate items to the public.

Essential Job Duties:

- Assists patrons at all public service points, including over the phone.
 - Delivers services in a manner consistent with established standards and protocols.
 - Develops and maintains supportive and professional relationships.
 - Responds to basic reference questions, asks probing questions, conducts research, and recommends materials based on patron's interest.
 - Provides instruction on use of the automated Library system, databases, the Internet, and other Library resources and equipment.
 - Resolves issues related to patron records, complaints, fees, and holds in a courteous, effective, confidential and timely manner.
- Performs desk duties such as answering the telephone, accurately processing transactions, and troubleshooting basic computer, printer, and software issues.
- Responds to situations in accordance with Library policies and in a manner which enhances the reputation of the Library as a public service organization.
- Cares for and maintains the Library collection.
 - Locates, processes, and distributes materials accurately and efficiently.
 - Performs shelf-reading, shelving, shifting, and straightening of materials.
 - Inspects condition of returned items; cleans and identifies needed repairs.
 - Maintains attractive and timely displays.
- Unpacks and tags incoming materials; packs and ships outgoing materials.
- Supports the Library's mission, vision, culture, and structure.

Other Job Duties:

- Promotes Library materials, equipment, programs, and resources.
- Actively participates in staff meetings, and applicable continuing education.

- Proactively shares knowledge and seeks to understand others to enhance team effectiveness and ensure quality outcomes.
- Performs light janitorial tasks.
- Other duties as assigned.

Qualifications:

- High School Diploma Required
- Prior Customer Service Experience Required

Knowledge, Skills, Requirements and Abilities

- Communicate effectively and concisely, orally and in writing.
- Adjust to changing situations and work collaboratively with others to achieve organizational goals and objectives.
- Demonstrate ethical behavior as a Library representative.
- Discern and understand all perspectives of a situation or issue and offer solutions based upon patron needs and Library goals.
- Adept at using computers, multi-function printers, and other standard office equipment, as well as audio/visual/communication equipment, and Microsoft Office suite.
- Ability to accurately organize items by subject or in alphanumeric order.
- Present a professional image to the public.
- Able to work a flexible schedule to support open hours of the Library, including daytime and evenings, weekdays, and weekends. Schedule may include extended hours on some days and/or non-sequential days within a workweek.

Environmental Conditions:

- Work is performed in an office-like setting, but with the need for considerable mobility and some physical stamina: walking, bending, stooping, stretching, and long periods of sitting and standing at a variety of desks and service points; manual dexterity required for computer work; lifting up to 40 pounds, and moving loaded book carts and other Library equipment and fixtures.

Background Check Information

- All Minerva Public Library staff members will be required to undergo a criminal background check. Criminal convictions do not necessarily preclude an applicant from consideration for a position. An individual assessment of an applicant's prior criminal convictions will be made before excluding an applicant from consideration.

Drug-Free Workplace

- The Minerva Public Library is a drug-free workplace which prohibits the use of marijuana (recreational marijuana/non-medical cannabis). Please note, this position is subject to additional restrictions pursuant to the Minerva Public Library Drug-Free Workplace Policy (Section 570).

This position description is not intended to be a complete list of all responsibilities, skills, or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of the Minerva Public Library. To perform this job successfully, an employee must be able to satisfactorily perform each essential work task listed above. Reasonable accommodations will be made for disabled persons covered by the Americans with Disabilities Act (ADA) in accordance with its requirements.