



**The mission of the St. Francis Public Library is to build community by bringing people, information, and ideas together in a welcoming environment.**

---

POSITION: Library Assistant

PURPOSE OF POSITION: The purpose of the library assistant is to provide excellent service to the St. Francis community, and all library patrons, which supports the goals of the library's mission and strategic plan.

DUTIES AND RESPONSIBILITIES:

Patron Services:

- Maintain an excellent level of customer service by providing efficient, positive, and helpful service in a welcoming and inviting environment.
- Assist patrons with the check-in/check-out of library materials.
- Assist patrons with obtaining/renewing/updating library cards.
- Assist patrons with placing simple holds, locating library materials.
- Answer basic informational questions for patrons and provide basic assistance with the computers/photocopier if the reference librarian is not available.
- Assist patrons by referring them to the appropriate librarian, as needed.
- Assist patrons with the payment of fees and fines.
- Process items from delivery and maintain hold shelf.
- Help promote library programs and services at service points and register patrons for programming, as appropriate.
- Assist in the preparation, planning, and hosting of library programs, as needed.
- Maintain confidentiality of patron records and usage.

Collection:

- Assist librarians in maintaining the collection by monitoring materials for damage, repairing items, assisting with weeding, performing rapid updates, and other tasks, as needed.
- Assist with processing of library materials, including data entry, labeling, adding covers, etc.
- Assist with shelving of materials, as needed.

Policies and Procedures:

- Perform duties in accordance with established policies and procedures.
- Keep current on changes and updates to policies and procedures.

- Provide feedback to Library Director and Circulation Supervisor on updates to policies and procedures, as needed.
- Monitor patron behavior and work with the librarians on duty to interpret/enforce library policies.

#### Teamwork:

- Attend and participate in staff meetings.
- Maintain positive and respectful communication with co-workers.
- Support co-workers by assisting as needed and providing backup on the circulation desk.
- Arrive for work on time and ready to support co-workers.

#### Professional Development:

- Maintain a commitment to continual learning and growth.
- Pursue/attend training opportunities as recommended by Library Director or Circulation Supervisor.

#### Specialized Tasks (as assigned):

- Perform data entry for new materials in the online catalog.
- Process new materials to prepare them for circulation.
- Maintain the periodicals collection, including data entry.
- Track inventory and order library/office supplies, as needed.
- Plan and produce library programming.
- Clean and repair library materials.
- Manage library deposits and assist Library Director with invoices, budgets, and other financial matters.

#### MINIMUM QUALIFICATIONS:

- High school diploma, or equivalent.
- Previous customer service experience preferred.

#### KNOWLEDGE/SKILLS REQUIRED:

- Excellent customer service skills – ability to work with diverse patrons and to communicate positively and effectively with them.
- Ability to communicate effectively and positively with co-workers.
- Ability to develop and maintain an understanding of current St. Francis Library and MCFLS policies and procedures, and the ability to interpret and explain them to patrons and co-workers.
- Ability to effectively use computers, the internet, databases, platforms for digital materials.
- Ability to work as part of a team, collaborating and sharing feedback as appropriate.

- Ability to work independently, to plan and prioritize tasks, and to manage time effectively.
- Ability to problem solve and to make sound decisions.
- Ability to adapt to change in the work environment.
- Knowledge of English grammar and spelling.
- Ability to maintain the confidentiality and privacy of patron records and library usage.
- Ability to use/learn to use equipment and tools listed below.

#### PHYSICAL REQUIREMENTS:

- May require long periods of standing, sitting, bending, reaching, lifting.
- May include tasks that require extended periods of repetitive motions.
- Fine motor skills required for typing, cutting writing, folding, and operating office equipment like phones and cash register.
- Must be able to lift up to 50 lbs. and be able to push/pull carts carrying up to 300 lbs of materials.
- Adequate near and far vision required for close work (reading, viewing computer monitor, etc.) and distance viewing (monitoring and assisting with activities in the building).
- Adequate hearing required to communicate with patrons in person and on the phone, sometimes with moderate background noise.

#### EQUIPMENT USED:

- Computer/monitor/printer
- Photocopier/scanner
- Fax machine
- Cash register
- Phone system
- Tablets
- Laminator
- Disc cleaner
- iPad and Square payment system
- Building security system

#### WORK ENVIRONMENT:

- Majority of work is performed indoors, inside the library building.
- Some outreach/programming may be conducted outdoors.
- Some travel may be required to attend meetings or assist with outreach programming.
- Hours of work may include days, evenings, and weekends. Position may require covering for absence of other employees.

The requirements listed in this job description are representative of the knowledge, skills, and abilities required to perform the essential duties and responsibilities of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed are intended only as general illustrations of the work that may be performed in this position. Duties and tasks not listed are not excluded from being assigned to this position. The requirements of the job may change as the needs of the employer change.

Wages and benefits are determined by the Library Board.

Approved 10/14/21