

POSITION DESCRIPTION

POSITION TITLE: Library Aide II

POSITION LEVEL: 1

SUPERVISOR: Head of User Services

GENERAL DESCRIPTION

Performs a variety of library circulation, collection maintenance, and technical services procedures with a heavy concentration of public service. Strives for exceptional services for the community of Salem.

RESPONSIBILITIES TO THE PUBLIC

- Performs all circulation functions using computerized system.
 - Checks materials in/out/renew
 - Reserve materials
 - Collects extended use fees
 - Issues new patron cards/updates cards
- Answers telephones and provides routing information or refers and transfers calls.
- Responsible for new registration maintenance.
- Performs basic reference work or refers it to reference librarian.
- Assists customers in locating materials through the OPAC.
- Assists customers with use of variety of equipment, including but not limited to copier, FAX, printers, microfilm reader.
- Assists and instructs customers in basic use of library resources – print, non-print, electronic, on-line catalog, shared and consortial collections.
- Assists and instructs customers in the basic use of electronic devices and equipment.
- Pays attention to the interest, needs, questions and recommendations of/from the public with a view of its relevance to providing excellent service and a quality collection.
- Assists and instructs customers on services and features available through website and PAC.
- Resolves customer complaints in a pleasant and informed manner, referring the issue to appropriate staff as needed.
- Creates and/or assists in the creation of displays and signage as assigned.
- Works in other areas as assigned.
- Performs related work as required.

COLLECTION RESPONSIBILITIES

- Shelve and file materials as assigned with care and accuracy to ensure ready access.

- Assists in assuring accurate library shelving by shelf-reading and reshelving of materials, as assigned.
- Performs routine book maintenance and processing.
- Prepares for shelf, withdraws, and repairs materials as assigned.
- Assists with collection projects as assigned.

RESPONSIBILITIES TO THE STAFF

- Treats all co-workers, supervisors and staff with courtesy, respect, and proficiency.
- Completes all tasks assigned in a timely manner.
- Provides clear notes, securely attached as needed, for other staff concerning open tasks.
- Ensures that all assigned tasks are done accurately and to stated standards.
- Receives delivered mail and sorts correctly into staff mail bins.
- Performs opening/closing procedures in work area/public areas as needed
 - Turn on/off all computers/monitors/copiers/printers/equipment
 - Empty book drops
 - Turn on/off lights, heating controls
- Readily asks questions to obtain further clarification concerning tasks, procedures, and policies.
- Serves as model of excellence for other staff.
- Stays with current policies and procedures.

RESPONSIBILITIES TO THE ADMINISTRATION

- Stays current with work related email, memos, and notices. Incorporates recommended changes and adjustments immediately.
- Strives to provide exceptional service based on a thorough understanding of public service policies and procedures.
- Understands and follows the policies covered by the Employee Manual

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to comprehend and follow written and oral instructions.
- Strong sequencing skills. Ability to sort a cartload of books alphabetically or by other organizational order.
- Ability to learn classification systems, automated circulation system, and library policies and procedures.
- Ability to be courteous and pleasant at all times with customers and staff.
- Ability to establish and maintain effective working relationships with superiors, coworkers and customers.
- Good keyboarding and computer skills. Ability to use basic Microsoft Office Applications.
- Ability to learn media and computer operations.
- Excellent attention to detail.

- Ability to meet or exceed the library's Core Competencies. Highly developed computer skills, with the ability to learn new products quickly and easily.
- Ability to grasp and pinch library materials for prolonged periods.

EDUCATION AND EXPERIENCE REQUIREMENTS

- High School Diploma or equivalent required. Some college preferred.
- Experience in a library preferred
- Customer service experience preferred