

JOSEPHINE COMMUNITY LIBRARY DISTRICT

POSITION TITLE: Library Assistant (Part-Time)

SUPERVISOR: Operations Manager

SUMMARY OF POSITION:

The Public Library Assistant provides essential front-line services to library patrons, including assistance at the front desk and information desk. This role supports the daily operations of the library and reports directly to the Operations Manager. The Public Library Assistant plays a key role in maintaining the library's welcoming environment, ensuring that patrons receive exceptional customer service and accurate information.

ESSENTIAL FUNCTIONS

- Serve as the first point of contact for patrons, ensuring a positive and helpful library experience.
- Assist patrons at the public library front desk, including checking materials in and out, managing patron accounts, and answering general questions.
- Provide information desk services, helping patrons locate materials, answering reference questions, and assisting with basic technology needs.
- Support the Operations Manager with daily tasks, including managing schedules, processing materials, and maintaining library records.
- Assist with the implementation of library programs and events as needed, including setting up spaces and ensuring smooth operations.
- Provide basic troubleshooting for public computers, printers, and other library technology.
- Ensure compliance with all policies and procedures, and handle inquiries about library services, policies, and procedures with professionalism and courtesy.

NON-ESSENTIAL FUNCTIONS

- Other duties and tasks as required.

SCOPE OF AUTHORITY

Work is recurring with occasional variations from the norm and involves a moderate amount of complexity. Decisions are made within organizational and governmental guidelines. Errors could result in delay or loss of department services, poor public relations, loss of volunteers, and monetary loss.

CONTACTS/COMMUNICATION

Contacts are generally made with others both within and outside the organization. Communication takes place electronically, via the telephone, and face to face and may be on a one-to-one basis or in groups. Contacts are seldom about confidential or sensitive matters.

QUALIFICATIONS

- High school diploma or equivalent required; associate's or bachelor's degree preferred.
A combination of education, training, and experience that demonstrates the candidate's ability to perform the duties and responsibilities as described.
- Proficiency with Microsoft Windows, Microsoft Office (Microsoft Word and Excel), e-mail and Internet essentials.
- Library experience is preferred, but not required.
- Familiarity with integrated library systems (ILS) or other database management software preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong computer literacy skills.
- Works with a close attention to detail and high degree of accuracy.
- A positive, results-oriented, problem-solving attitude.
- A team player, willing to respond quickly and flexibly to changing events and work assignments in a dynamic and challenging work environment.
- Initiative and ability to prioritize a variety of important tasks.
- Enthusiasm for learning new skills.

- Spanish language ability preferred.
- Ability to work evenings and weekends as needed.

PHYSICAL DEMAND:

- Ability to perform physical tasks including frequent standing, bending, stooping, and lifting up to 25 pounds.
- Ability to use a computer, including keyboarding.

JOB CONDITIONS: Work takes place in a climate-controlled library generally during afternoon and evening hours, and on Saturdays.

FLSA STATUS: Non-exempt status.

BACKGROUND CHECK: Any job offer tendered is contingent upon satisfactory completion of a background check including driving record.