

City of Canton, South Dakota

"Can Live, Can Dream, Can Do!"

Position Description

Library Assistant

Department: Library

Reports To: Library Director

Summary: The **Library Assistant** is responsible for assisting library patrons and guests, for preparing, organizing and maintaining materials and displays, and for assisting with library programs and services.

ESSENTIAL FUNCTIONS:

1. Customer Service

- Greet patrons in person and on the telephone, answer questions and inquiries, and provide assistance
- Help patrons in finding reading materials, using computers, making copies, sending faxes, laminating, etc.
- Contact patrons who have materials reserved
- Assist patrons with computer-based circulation activities including checking out, returning, and renewing materials and registering new patrons
- Enforce and educate patrons on library rules and procedures
- Maintain a professional appearance and a high standard of customer service at all times

2. Administrative and Operations Support

- Assist with library programming such as story time, summer reading programs, etc.
- Shelve and rotate books and other materials per library procedures
- Assist with cleaning and repair of books and materials
- Assist with the processing of new library materials
- Assist with keeping library facilities clean, organized, and well-maintained
- Attend and participate in any training sessions required
- Handle or refer other problems and situations as they arise within the facility
- Perform other duties, projects, or tasks as may be required by the Library Director to assure the success of Library operations and services

QUALIFICATIONS AND REQUIREMENTS:

1. Education and Work Experience

- High school diploma or GED certification, or a combination of education, experience, and training
- Previous customer service and/or library experience preferred

2. Knowledge, Skills, and Abilities

- Strong written and verbal communication skills
 - Strong customer service skills
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- Ability to operate telephone, audio visual, and other office equipment.
- Computer skills including using web browsers, word processors, email, file navigation, printing and scanning, etc.
- Ability to sort and file materials alphabetically and numerically.
- Ability to react calmly and effectively in emergency situations.
- Ability to follow routine verbal and written instructions.
- Ability to work both independently and in a team environment.

3. Working Conditions and Physical Abilities

- Work is performed primarily indoors. Normal library environment.
- Moderate physical activity including periods of standing. Requires frequent lifting of up to 30 pounds and occasional lifting and/or moving of up to 50 pounds. Reaching to access both upper and lower shelves, occasional use of ladders, and equipment maintenance.

NOTE:

- The City of Canton is an Equal Opportunity Employer and will consider applicants for all positions without regard to race, religion, creed, color, national origin, genetic information, sex, age, disability, political affiliation, marital or veteran status, or any other basis prohibited by South Dakota or federal law.
- In accordance with the Americans with Disabilities Act, the City of Canton will consider reasonable accommodations for qualified individuals with disabilities.
- This position description is intended to provide a fairly comprehensive and accurate description of the position, but it will not cover all aspects, details or tasks required. Other functions, responsibilities and requirements may be assigned, and this position description may be changed at the direction of the Library Director at any time.

ACKNOWLEDGEMENT:

I have read this position description and will do my best to effectively perform my functions and responsibilities required.

Employee

Date

I have reviewed this position description with the individual identified above and will do my best to provide effective direction and support so this employee can be successful in his/her performance.

Supervisor

Date
