LIBRARY CENTER OF THE OZARKS

Job Description

Job Title: Library Assistant (PT)
Department: Circulation
Reports To: Circulation Supervisor

Salary Grade: B
FLSA: Non-Exempt

Position Overview: Assist patrons with locating items, check-out and return of materials and other library-related services.

Essential Functions:

- Use the library automated system to check materials in/out, process holds and register new borrowers.
- Contact patrons to provide notice of missing or damaged library materials, including collecting fines/fees via point-of-sale software.
- Assist patrons with the use of library equipment, including the copier, faxing machine, online catalog, and public computers.
- Assist patrons with reference and readers' advisory questions.
- Evaluate the condition of items upon return, checking for components, assessing damage, and shelving library materials.
- Assist patrons with locating materials.
- Assist in the preparation and presentation of programs.
- Assist in keeping the library neat and orderly.
- Assist with opening and closing procedures of the library.
- Act as a person-in-charge during evening closing shifts in the absence of full-time staff.
- Accept cash, check, and credit card payments for damaged/lost materials, printing, photocopies, and faxes.
- Reconcile money collected.
- Must follow all library guidelines as they pertain to censorship and confidentiality.
- All employees may have to take on tasks outside the normal scope of their job in the event of an emergency or staff shortage, e.g., work in the children's department or perform other duties as assigned.

Specific Knowledge, Skills and Abilities Required:

- Knowledge of and commitment to excellent customer service principles and practices

- General knowledge of the library's services and collections
- Knowledge of cash handling procedures
- Working knowledge of computers
- Ability to quickly and accurately sort by alphabetical, numerical, chronological, or Dewey Decimal order
- Ability to learn automated circulation systems and library policies and procedures.
- Ability to work with multiple unexpected tasks and patrons simultaneously
- Practice punctuality and consistency when scheduled for a shift
- Ability to perform basic clerical, reference, and general library work
- Ability to follow written and oral instruction
- Ability to work cooperatively and interact with people of various personalities and ages in a variety of situations.

Education/Experience:

- High school diploma or GED is required.
- Customer service experience is required.
- Experience in handling money preferred.
- Public library experience is strongly preferred.

Physical and Working Conditions:

- Position requires bending, squatting, kneeling, and reaching from floor level to a height of six feet.
- Routine lifting and handling of library materials weighing up to 30 pounds and moving book carts up to 200 pounds
- Ability to stand for extended periods of time
- Ability to perform work at a computer terminal for extended periods

Schedule: Part-time employees work a maximum of twenty (20) hours per week, days, evenings and weekends as needed. Schedules may vary from week to week.

Pay Range: $15.45 with paid time off for vacation, sickness, and holidays.