



HUMAN RESOURCES

POSITION DESCRIPTION

We believe that each employee makes a significant contribution not to limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of the services we provide to our patrons.

Job Title: **Library Assistant I**

Location: Charleston

Reports To: Head of Popular Materials

Last Revision Date: 2/2008

PURPOSE

Under direct supervision, this position performs routine support tasks, customer service, and related work to support Library operations.

NATURE & SCOPE

This position's primary responsibilities will include various routine duties as assigned in the operation of the library performing a variety of basic activities and customer service within assigned departments. This position will work under general supervision, performing tasks well defined by standard practice and established procedures.

ORGANIZATION PLACEMENT DIAGRAM



QUALIFICATION GUIDELINES

Education	Experience
Essential	
High school diploma or GED.	Working knowledge of Microsoft Windows and Office software.
Preferred	
	Previous experience providing exceptional service to the public.
Ability to:	

Position requires ability to communicate orally and in writing, retrieve and return materials, type, read written materials, and maintain operating knowledge of the library automation system and other related software.



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PRIMARY ACCOUNTABILITIES

- ◇ Works to actively promote and meet the customer service expectations established within the designated service point.
- ◇ Sorts and shelves books and other library materials, maintains shelves in order and shelf reads as needed; assists with collection maintenance, processes discarded materials and processes reports, prepares and processes in-coming and out-going deliveries, gathers designated materials for public and staff as requested.
- ◇ Participates in scheduled desk duty, performing all necessary circulation functions; answers reference and informational questions; provides readers advisory; and demonstrates and troubleshoots the use of equipment, PCS and related software.
- ◇ Assists with programs and special activities as directed.
- ◇ Assists with displays as directed.
- ◇ Carry out any other duties within the scope, spirit and purpose of the job.

ESSENTIAL ABILITIES

- ◇ Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with the supervisor, community, employees, and the general public.
- ◇ Sufficient vision, with or without reasonable accommodation, which permits the employee to produce and review a wide variety of materials, written correspondence, reports and related materials in both electronic and hard copy form.
- ◇ Ability to regularly lift, move or carry objects up to 50 pounds
- ◇ Ability to carry and shelf library materials above the shoulders and below the knees
- ◇ Ability to type and file accurately
- ◇ Ability to learn the specific skills of the assigned position
- ◇ Ability to work pleasantly and knowledgeably with the staff and the public at all age levels

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform primary accountabilities of this job. This job description is not intended, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.