



**DODGEVILLE PUBLIC LIBRARY
LIBRARY ASSISTANT – CIRCULATION
POSITION DESCRIPTION**

This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the position change. The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

GENERAL PURPOSE: The library assistant position performs clerical work, circulation tasks, and assists with reader's advisory, reference, and technology support requests. This position is accountable to all applicable Library and City of Dodgeville policies and procedures.

LINES OF SUPERVISION: This position is supervised by the Library Director. This position may act as staff-in-charge and may oversee staff at times, but does not directly supervise other staff.

POSITION CLASSIFICATION: Non-exempt (hourly)

EXAMPLES OF WORK PERFORMED:

1. Performs circulation desk procedures such as checking materials in and out, creating library cards, collecting fees, placing patron holds, searching for library materials, resolving lost items, pulling reserves, answering phone calls, etc.
2. Provides customer service to library patrons of all ages within policies and guidelines.
3. Enforces policies as written by the library board.
4. Assists patrons looking for unbiased materials and database recommendations.
5. Assists patrons with unbiased reference services.
6. Assists patrons with technology support including computers, self-check kiosks, printers, tablets, smartphones, and other common devices.
7. Maintains confidentiality of patrons and coworkers.
8. Reviews items for condition and flags items for mending and removal.
9. Performs alpha-numeric sorting and filing.
10. Answers phone calls.
11. Accurately collects payment for usage fees (copies, faxing, lost items, etc.).
12. Assists with library programs and displays.
13. Under direction of technical services staff, may assist with materials processing.
14. Assists with shelf reading and straightening shelves as designated.
15. Assists with emptying book drop.
16. Performs light housekeeping.
17. Performs other related work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

1. Ability to understand and perform routine library procedures.
2. Basic computer skills including using a mouse and keyboard, Microsoft Office, Internet browsers, USB drives, and scanners.
3. Ability to operate office equipment such as photocopiers and printers including scanning and faxing.
4. Ability to communicate effectively with staff and patrons.
5. Ability to sort efficiently in alphabetic and numeric order, particularly with regard to decimal numbers.
6. Ability to follow directions and ask questions.
7. Ability to perform moderately heavy physical work.

8. Positive attitude.
9. Ability to maintain staff and patron confidentiality.
10. Ability to learn new technology and effectively use it to perform assigned duties.
11. Ability to work independently, organize and prioritize work, respond to varied/changing work demands, and make decisions as required.
12. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, peers, and supervisors.
13. Keyboarding and filing ability.
14. Willingness to maintain skills through active participation in appropriate continuing education activities.
15. Working knowledge of English grammar and spelling.
16. Working knowledge of library methods and procedures.

TOOLS AND EQUIPMENT USED

1. Computer equipment, including keyboard, mouse, USB drives, printers, and scanners.
2. Computer software, including Microsoft Office products, online word processing platforms (such as Google Suite), and other web-based systems.
3. Multi-function printer(s) including scanning, faxing, and copying.
4. Barcode scanners.
5. Processing and mending tools.
6. Book trucks for transporting materials.
7. Disc cleaning machines.
8. New technology as it emerges.

EXPERIENCE AND QUALIFICATIONS

1. High school diploma or equivalent
2. Previous experience in a customer-facing role is desired; previous experience in libraries is preferred.

PHYSICAL REQUIREMENTS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

1. Ability to work in close proximity to others.
2. Ability to bend, twist, and reach.
3. Far vision at 20 feet or further; near vision at 20 inches or less with corrective lenses as needed.
4. Finger work: keyboarding, writing, filing, sorting, shelving, and processing.
5. Handling: processing, picking up, grasping, and shelving materials.
6. Lifting and carrying: 40 pounds or less.
7. Pushing and pulling: objects weighing 300-400 pounds on wheels.
8. Sitting, standing, walking, climbing, stooping, kneeling, and crouching.
9. Talking and hearing; use of telephone and ability to hear standard conversation.

MENTAL REQUIREMENTS

1. Ability to apply technical knowledge.
2. Ability to comprehend and follow instructions: effectively follow instructions from supervisor and/or staff-in-charge, verbally and in written form.
3. Ability to deal with abstract and concrete variables.
4. Ability to interpret technical regulations and instructions.
5. Communication skills: effectively communicate ideas and information both in written and verbal form.
6. Mathematical ability: calculate basic arithmetic problems (addition, subtraction, multiplication, and division) without aid of a calculator.

7. Reading ability: effectively read and understand information contained in memos, procedures manuals, emails, reports, etc.
8. Time management: set priorities in order to complete daily tasks and meet special assignment deadlines.
9. Ability to work with interruptions.

ENVIRONMENTAL/WORKING CONDITIONS

1. Flexible work hours; with some evening and weekend hours.
2. Mainly indoor work environment with occasional outdoor work to support library programming needs.
3. Exposure to dust.
4. Potential for exposure to mold, mildew, or other potential allergens.

SELECTION GUIDELINES

Formal application, rating of education and experience, oral interview and reference check. Job-related tests may be required.