

**POSITION DESCRIPTION
PEABODY PUBLIC LIBRARY
WHITLEY COUNTY, INDIANA**

POSITION: Library Assistant
DEPARTMENT: Circulation
WORK SCHEDULE: As assigned
JOB CATEGORY: COMOT (Computer, Office Machine Operations, Technician)

DATE WRITTEN: April 2023

STATUS: Part-time

DATE REVISED: April 2023

FLSA STATUS: Non-exempt

SUMMARY:

Under the direction of the Head of Circulation Services, the Library Assistant is responsible for providing high-quality customer service to every library patron, helping them access and use library resources effectively, the circulation of materials, and promoting the library's mission and services to the community.

ESSENTIAL FUNCTIONS:

This lists the major duties and requirements of the job but is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

- Performs circulation duties, including checking out/in materials, renewing materials, placing holds, registering patrons, answering phones, money handling, shelving materials, checking drop boxes, inspecting/cleaning materials, and resolving issues pertaining to patron accounts.
- Assists patrons in accessing the library's public computers and with basic technology functions such as navigating the library's online catalog, internet navigation, use of Microsoft's Office suite of software, emailing, and printing.
- Assists in the use and basic maintenance/troubleshooting of printers and other office equipment such as printer/copier, microform readers, and fax machine. This includes filling paper, replacing ink, fixing paper jams, etc.
- Performs various clerical duties such as filing, faxing, billing, and assisting with room reservations.
- Provides assistants to patrons in locating materials.
- Performs opening and closing procedures.
- Performs related duties as assigned.
- Works collaboratively with other PPL departments to implement services and initiatives.

- Fosters and maintains a diverse, equitable, inclusive, and accessible work environment.
- Performs other duties as assigned.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education and Experience:

High School diploma or GED.

Incumbents with customer service experience preferred.

Required Certificates, Licenses, and Registrations:

Continued employment is contingent upon all required licenses and certificates being maintained in active status without suspension or revocation.

Required Knowledge and Skills

Required Knowledge:

- Working knowledge and understanding of standard word processing and database programs and applications.
- Working knowledge of standard office practices and ability to apply such knowledge to a variety of interrelated processes, tasks, and operations.
- Working knowledge of standard English grammar, spelling, and punctuation, and the ability to type and complete library reports within established deadlines.
- Ability to type with speed and accuracy and properly operate standard office equipment, including calculator, copier, computer, fax machine, microfilm, and telephone.
- Ability to comply with all employer policies, procedures, and work rules, including but not limited to, attendance, safety, drug-free workplace, and personal conduct.
- Ability to understand, retain, and carry out written or oral instructions and present findings in oral or written form.
- Ability to work on several tasks at the same time, alone with minimum supervision or with others in a team environment.
- Ability to perform arithmetic operations such as counting, adding, and subtracting to receive, receipt, and record money.
- Ability to compile, collate or classify data for reports.
- Strong problem-solving, critical thinking, and time management skills.
- Effective verbal and written communication skills with the ability to adapt communication style to suit different audiences.
- Initiative and ability to exercise independent judgment within established procedural guidelines.

- Tact and discretion in working with staff and the public.

PHYSICAL/MENTAL REQUIREMENTS:

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

Mobility to work in an office setting, use standard office equipment and stamina to sit, stand, and walk for extended periods of time; ability to move up to 50 pounds; vision to read printed materials and computer screens; and hearing and speech to communicate in person or over the telephone.

WORKING ENVIRONMENT:

Work is performed in an office setting.