**JOB DESCRIPTION**

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**Position**: Library Assistant

**Reports to:** Library Head

**JOB SUMMARY**

Under the supervision of the Head Librarian, exercises various library skills, providing patrons with technical.

assistance in library operations and materials use. Performs a variety of reference/circulation desk duties, assisting patrons with various questions using print and computer resources, preparing displays, and assisting in the development of library programs. Additionally, may be responsible for specific segments of library service, specializing in designated areas.

**DUTIES AND RESPONSIBILITIES**

* Provides excellent, friendly, and user centered service that welcomes all community members seeking library services. Builds relationships through inclusive communication and showing a sense of fairness and goodwill.
* Instructs and assists patrons in basic technology support and troubleshooting of digital services and resources.
* Assists at the circulation, information, and children’s public services points. Assists patrons in library and on the phone answering questions about collections, library services, digital resources, and policies. Helps patrons with general informational questions and locating resources. May perform circulation duties including checking out library items to patrons, assisting patrons with membership accounts, collecting fees, and issuing library cards.

**QUALIFICATIONS**

* Possession of a bachelor’s degree or its equivalent.
* This is an entry-level classification; no specific prior experience is required. Experience working in a public library is preferred.
* Successful completion of a six-month probationary period.