

## **Valley of the Tetons Library**

**56 N. Main Victor, ID**

### **Position Announcement**

### **LIBRARY ASSISTANT - PT**

No Health Benefits ~ Open Until Filled

#### **PRIMARY RESPONSIBILITIES:**

Provide excellent customer service; creating positive relationships with library patrons and staff; aiding in the promotion and circulation of library materials.

#### **JOB DUTIES:**

- Provide excellent customer service, in person and over the phone
- Account management (creation and updating) using library software
- Researching, locating and retrieving relevant materials for patron use
- Circulation duties, including check out, check in, shelf reading and shelving
- Place, process and maintain hold requests
- Collect fines and other charges, and investigate and follow-up on problems
- Assist patrons with PC applications (such as Word, Excel and email) and public computer troubleshooting. Assist patrons using library services via personal devices (smart phones, i-pads, kindles, etc.)
- Help maintain order at the computer center and other stations during busy hours
- May be needed for assistance in makerspace, programming or collection development as needed
- Perform other duties as assigned

#### **REQUIREMENTS (experience, education, and special skills):**

- Excellent verbal and written communication skills, tact, and friendliness
- Ability to handle multiple tasks with attention to detail, amid continual interruptions
- Self-starter that can work well independently and in a team environment
- Establish and maintain good working relations with coworkers
- Ability to check-in and check-out library materials using an automated circulation system
- Bending, lifting and standing for extended periods of time
- PC proficiency (Windows operating system, computer basics, basic computer troubleshooting, email accounts, and Microsoft Office programs)
- Available to meet schedule needs, including one or two Saturday shifts per month, and occasional staff meetings/conferences. Must be willing to work at all Valley of the Tetons Library locations as needed.
- Minimum high school diploma or equivalent

#### **DESIRED QUALIFICATIONS:**

- Library or equivalent public service experience with demonstrated enthusiasm and friendliness
- Strong technical skills and knowledge of automated library software, catalogs and databases
- Experience in working with and managing children/youth
- College degree
- Bilingual, English/Spanish preferred

## Library Assistant

Hourly, Non-Exempt Position  
Reports to the Library Director

### JOB SUMMARY

This Library Assistant works with a team of individuals to provide consistent, dynamic, and excellent customer service to library users. This position assists with the daily operations of the circulation desk and other library services, performing related duties as assigned.

### JOB DUTIES AND RESPONSIBILITIES

- Provide excellent customer service to library patrons, in person and over the phone
- Create and update patron records, issuing cards, resolving fines and fees as appropriate
- Check out, check in, renew, shelf read and shelve library materials (Dewey Decimal Classification) in a timely manner
- Make decisions based on library policies and procedures.
- Assist with technology including Microsoft Office, internet, scanning, job searches, online testing and social media needs
- Answer questions about operating e-reader and mobile devices for the library's electronic materials
- Provide reference assistance utilizing library and state databases, library materials, and quality online sources
- Provide reader's advisory services
- Maintain physical appearance of library
- May open and close the library and ensure the security of the building
- Other duties as assigned

### QUALIFICATIONS AND REQUIREMENTS

- Library or equivalent public service experience. Relevant college degree preferred. Bilingual, Spanish-English, preferred.
- Proficient with standard Microsoft applications (including Office applications), integrated library system and online searching
- Understands the role of technology in providing library services and is proficient in that technology
- Ability to learn and adapt to new software and equipment technologies.
- Exemplary customer service and desire to work in a public service role
- Excellent interpersonal skills and the ability to communicate effectively and appropriately with people from diverse backgrounds, including youth, families, volunteers, and coworkers
- Builds and maintains positive working relationships with individuals at all levels of the organization and fosters positive partnerships with outside organizations
- Positive approach to interacting with the public, a continuous desire to update technology skills and a sense of humor
- Familiarity with e-readers, mobile devices, and library databases
- Strong communication skills, verbal and written
- Interest in books, literature, as well as experience in implementing policies and procedures

### WORKING CONDITIONS

- The job requires the employee to stand for an extended amount of time, twist/turn, maintain flexibility, hear, listen, see and speak clearly; perform manual dexterity movements; frequently stop/bend and walk; kneel, crawl, and balance. The job also requires the employee to lift and carry 10-25 lbs.; reach at, above, and below shoulder height; grasp objects weighing 10-25 lbs.; push and pull objects weighing 100 lbs.

- The job requires the employee to read, write, perform clerical duties, comprehend and use perception, perform alphabetical and numerical sorting/filing, and perform basic math, taking initiative and prioritizing varied tasks in a busy environment.
- The job requires the employee to regularly operate and exhibit proficiency with computers and commonly used Microsoft applications, library systems and databases, email and cloud environments, and social media. The job requires the employee to operate and occasionally troubleshoot general office equipment as well as smartphones, tablets, e-readers, new consumer technology, and book carts.
- The job requires the employee to perform repetitive tasks, working alone, working around others, use verbal and strong social skills with the public and library staff.
- The job requires the employee to be open to a varied schedule, including some weekends. Position schedule is subject to change at any time at the discretion of management.
- The job may have limited travel for training and conference activities.