



**LIBRARY ASSISTANT/SUBSTITUTE LIBRARY ASSISTANT**  
**Hours vary, Non-exempt position**

**JOB SUMMARY**

The Library Assistant works with a team to provide consistent and excellent customer service to library users, creating positive relationships with patrons and staff. This position assists with the daily operations of the circulation desk and other library services.

**ESSENTIAL DUTIES**

- Provide excellent customer service, in person and over the phone
- Patron account management using library software - creating and updating patron records, issuing cards, resolving issues as appropriate
- Researching, locating and retrieving relevant materials for patron use
- Circulation duties, including check out, check in, renewing, shelf reading, shelving, hold requests, and answering questions about operating e-reader and mobile devices for the library's electronic resources
- Collect printing fees and other charges
- Assist patrons with PC applications such as Word, Excel and email, public computer troubleshooting, internet, scanning, online testing, and library services via personal devices (smart phones, i-pads, kindles, etc.)
- Help maintain order at the computer center and other stations during busy hours
- Maintain clean and orderly physical appearance of the library, including light cleaning and vacuuming
- May open and close the library and ensure the security of the building
- Perform other duties as assigned

**KNOWLEDGE, SKILLS and ABILITIES**

- Exemplary verbal and written communication skills, tact, friendliness and a 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
- 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 positive working relations with coworkers
- Understands the role of technology in providing library services, ability to learn and adapt to new software and equipment technologies and check in/out library materials using an automated library system
- Bending, lifting and standing for extended periods of time
- PC proficiency including Windows operating system, basic computer troubleshooting, email accounts, and Microsoft Office programs

- Interest in books and literature
- Must be willing to work at all Valley of the Tetons Library locations

### **DESIRED QUALIFICATIONS**

- Bilingual, English/Spanish preferred
- 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

### **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 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, ereaders, new consumer technology, and book carts.
- The job requires the employee to perform repetitive tasks, working alone, working around others, use verbal and effective 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 as the library's operating hours shift or at the discretion of management.

### **COMPENSATION**

\$22/hr, Hours vary

All substitute employees will receive benefits as required by law, including worker's compensation insurance.

Please submit a cover letter and resume to Director of Internal Operations, Savannah Wake, at [careers@valleyofthetetonlibrary.org](mailto:careers@valleyofthetetonlibrary.org).

Disclaimer - The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.