

## T. B. SCOTT LIBRARY

### Job Description

**Job title:** Library Assistant I  
**Status:** Non-Exempt  
**Reports to:** Department Head  
**Last revised:** Spring 2023

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#### ***Position Summary***

Assists members of the public at all service points of the library—Circulation, Youth Services, and Adult Services. While this role is part-time, it is a common entry point for employees who want a full-time role.

#### ***Principal Duties and Responsibilities***

- Assist library patrons with specific requests for information and/or assistance, including reference, readers' advisory, and interlibrary loan.
- Assist with circulation of incoming and outgoing library materials; shelve library materials as needed.
- Monitor public service area to provide patron assistance as required and to help avoid potential threats to safety and security.
- Participate in projects such as maintaining book displays or running reports.
- Regularly use computers to perform essential duties.
- Apply principles of diversity, equity, and inclusion to foster an environment that is accessible and welcoming.

#### ***Additional Duties and Responsibilities***

- Recommend materials for purchase based on patron requests and usage.
- Participate in staff and departmental meetings as scheduled.
- Perform other duties as may be necessary to fulfill the responsibilities of this position.

## **Work Relationships**

- Reports to: Department Head
- Supervises: no supervisory duties
- Scope of Work Relationships: Daily contact with colleagues, patrons, and the general public.

## **Performance Standards**

- Support the mission of T. B. Scott Free Library.
- Provide superior customer service to patrons.
- Follow all guidelines on patron confidentiality.
- Promote the teamwork concept within the library. Work collaboratively with colleagues.
- Accept decisions and work enthusiastically toward achieving goals even when the decision diverges from an individual's personal opinion.
- Complete work in a timely manner while maintaining quality, accuracy, and reliability.
- Treat patrons and colleagues with respect.
- Follow library policies and procedures.
- Demonstrate an awareness of library-wide operations.
- Develop and maintain fluency in established and emerging technologies.

## **Knowledge, Skills, and Abilities**

**Education, Training, and Experience:** Required: High school diploma.  
Preferred: Some education beyond high school; one year of previous related experience.

## **Skills/Abilities:**

- Work enthusiastically and effectively with patrons.
- Understand and apply library policies.
- Maintain competency and fluency with standard productivity software, e.g., Word and Excel.
- Use common sense and problem-solving skills.
- Prioritize work, make judgments, and respond to emergencies with limited supervision.
- Demonstrate effective oral and written communication skills, with the ability to communicate and interact professionally with a wide variety of people, dealing effectively with both pleasant and difficult staff, patron, and community situations.

- Demonstrate willingness to learn and improve skills.
- Demonstrate knowledge of library resources, both physical and electronic.
- Adapt to change as needed.

**Working Conditions:**

**Job Conditions/Work Location:** Work is performed in a pleasant library environment with minimal chance of personal injury. Work hours are generally between 9:00 a.m. to 6:00 p.m. but will include an evening and weekend hours on a rotational schedule.

**Physical Requirements:** Sitting/standing for long periods of time required. Mobility to talk with patrons and staff throughout the day. May, at times, be required to lift and carry 30 pounds of materials or equipment or push/pull 100 pounds.

**Equipment Used:** Ordinary office equipment such as staff and patron computers, copiers, scanners, and printers, and telephone. May also be required to use microfilm and microfiche reader/printer.

**Employee Acknowledgement**

This job description describes the general nature and level of work performed by the employee in this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties. All requirements are subject to change over time and to modification to reasonably accommodate disabilities.

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Employee's signature

Date