

Job Title: Library Assistant II (Access) **FLSA Status:** Exempt Non-Exempt
Job Level: Library Assistant **Salary Grade:** 2

Connecting our community to discover, inspire, and grow!

Job Overview *Summarize the primary purpose of the job.*

Under the general supervision of the Manager and/or Coordinator participates in the general operation of the Access Services Team. Provides direct service to the public through concierge, circulation, and account management assistance, ensuring customers have easy access to materials and receive high quality service. Contributes to creating a positive environment and enthusiasm about the Library.

Essential Functions *List up to six essential responsibilities of the job, indicating the largest percent of time first, and the approximate percentage of time spent on each over the course of a year, totaling 100%.*

1. Provides concierge, circulation, and account management services on a regularly scheduled basis, including but not limited to: greeting customers, providing and promoting information about the Library, checking materials in and out, library card registration, processing fines, monitoring material condition; participates in the service schedule rotation including: service desk, drive-up window, call center, and departmental opening and closing.	50 %
2. Participates in material handling activities throughout the Library, including but not limited to: overseeing AMH bins, running reports, stocking displays; and preparing materials for holds, transits, and ILL.	30 %
3. Answers questions about library policies and operations; responds to patron questions, comments, and complaints and refers unresolved problems to proper level of authority as needed. Contributes to creating a positive environment and enthusiasm about the Library.	10 %
4. Embraces “Service at the level of WOW!” philosophy. Promotes the library by the practice of good public relations; works and communicates effectively with the public and other staff members.	5 %
5. Completes other duties; collaborates with colleagues within and across departments in providing information planning services, and developing resources for library patrons; serves as a member of cross-departmental teams as assigned; and participates in continuing education activities that are pertinent to the position.	5 %
Total Must Sum to	100%

Autonomy *Select the level which best describes the level of independence the job has in conducting work.*

- Work is monitored by supervisor; follows standard and/or detailed processes and procedures.
- Results are defined; independently determines how to accomplish tasks; supervisor provides guidance and is available to resolve problems.
- Provides input on the results to be achieved; sets goals and determines how to accomplish results with few or no guidelines to follow; supervisor provides overall direction.
- Defines guidelines and results to be achieved; provides overall direction for the Library. Completes work independently with full discretion.

Budgetary Responsibility *Select the level which best describes the job's typical fiscal authority.*

- Has no financial or budgetary authority.
- Requests approval for financial actions.
- Accountable for financial decisions within area. Provides input to the budgeting process.
- Accountable for financial decisions that impact the Library as a whole. Actively engaged in the budgeting process.

Supervisory Responsibility *Select the level which best describes the job's typical responsibilities in managing people and provide the number of people.*

- Not responsible for supervising others.
- Guides or directs work of _____ employees who perform essentially the same or lower level work.
- Full supervision of _____ non-supervisory employees.
- Full management of _____ primarily other managers/supervisors or professionals.

Education *Select the highest level of education required and preferred for the job.*

Required	Preferred
<input checked="" type="radio"/> High School Diploma or GED	<input type="radio"/> High School Diploma or GED
<input type="radio"/> Associate's Degree:	<input type="radio"/> Associate's Degree:
<input type="radio"/> Bachelor's Degree:	<input type="radio"/> Bachelor's Degree:
<input type="radio"/> Master's Degree:	<input type="radio"/> Master's Degree:

Work Experience *Provide the experience required and preferred to perform the job responsibilities.*

Required: 1 years or more of related experience

Preferred: 1 years or more of library experience

Specialized Training *List specialized training or skills required to perform the job responsibilities.*

- Maintains current knowledge of library trends, materials, practices, techniques and technology; exhibits a willingness to learn other applications as needed
- Strong communication and interpersonal skills

Check here if a Driver's License and proper vehicle insurance is required for this job.

Work Environment *Select the typical physical demands required to effectively handle the job responsibilities.*

- Library environment/no specific unusual physical demands.
- Specific physical requirements. **If checked, see addendum on next page.**

This general outline illustrates the type of work that characterizes the job. The statements in this job description are not intended to be an exhaustive list of all responsibilities and qualifications required of the job.

Incumbents may be required to work nights and/or weekends and travel to external events as part of the job's responsibilities.

Date Created: 11/9/2020

Date Updated: Click or tap to enter a date.