



- Answers general questions, assists customers in locating materials and information, and requests items not available for immediate check out. Provides basic readers' advisory services
- Refers customers with in-depth or lengthy questions to on-call staff
- Assists customers with computer reservations, guest passes and printing.
- Instructs customers in the use of library resources, including the Internet, Web Catalog, various databases and print resources
- Uses computers, printers, TTY, fax and other general office equipment
- Records various statistical information
- Instruct customers in the use of the public copy machines. Maintains public copy machines by adding paper, undoing paper jams and adding toner as needed
- Organizes carts for library pages and volunteers to shelve
- Maintains the reserve shelf
- Keeps informed about library and departmental information and changes via electronic and written mail, and through attendance at staff meetings. Attends departmental meetings as scheduled
- Responsible for processing the Send Item List as assigned
- Responsible for searching for items on the Claims Returned List as assigned
- May perform a variety of clerical duties such as processing transfers and holds, preparing displays, weeding "New and/or Hot Pick" materials, and balancing the cash register
- Attend outreach events, issue new accounts and promote the library as requested
- Duties as assigned

#### **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

This position requires excellent written and verbal communication skills, the ability to work in a team environment, a "whatever it takes" work ethic, and an excellent customer service attitude.

#### **Physical Requirements:**

Administers work typically standing at a counter. Work involves bending, reaching, lifting to 40 lbs., pushing and maneuvering book carts filled with library materials, walking and other limited physical activities; operation of computer and scanning equipment is required. Regular contact is made with employees, volunteers and the general public.

#### **Education and Experience:**

High School Diploma or equivalent. Intermediate level proficiency using Microsoft software applications (specifically MS Word, Excel, and Outlook).

#### **PREFERRED SKILLS**

Prefer at least one year of library, public service or related experience. Prefer candidates that can accurately type 45+ words per minute. Prefer candidates with a knowledge of SIRSI software or other ILS.

Last Updated By:

Leslie Ellsworth

Date/Time:

3/25/2019