MARSHFIELD PUBLIC LIBRARY

JOB DESCRIPTION ESTABLISHED: November 21, 1989

TITLE: Library Assistant II REVIEWED/REVISED: 8/11/09,

 2/26/14

SECTION: Circulation

SUMMARY

 Provides dependable and courteous service in the check outand return of materials at the Circulation Desk. Processes materials in and out, collects fines, and provides basic information to patrons.

DUTIES/EXAMPLES OF WORK

CHECKING OUT AND CHECKING IN MATERIALS, REGISTERING PATRONS (70%)

1. Checks out materials for patrons.

2. Verifies registration information, fines and other charges.

3. Sets up computers, equipment and materials for transactions.

4. Collects fines and other charges and handles customer service situations.

5. Makes customers feel welcome.

6. Checks in designated materials as needed.

**7.** Reviews and files registration cards.

PROVIDING BACKUP TO PUBLIC CIRCULATION ACTIVITIES (20%)

7. Scans/sensitizes returned materials and sorts for shelving.

8. Runs overdue, final bill and reserve notices and prepares for mail.

9. Answers and routes library telephone calls. Replies to calls concerning circulation

 questions.

10. Assists at circulation desk during busy periods and breaks.

11. Empties book drops and book bins as needed.

12. Shelves materials.

13. Directs the work of the Pages (employees who shelve materials) as needed.

14. Searches shelves for returned materials before final notices are sent.

15. Sorts and files (or disposes of) newspapers and pamphlets.

16. Searches database for improperly identified returned materials.

OTHER (10%)

17. Performance of other related and assigned duties as required

# ESSENTIAL KNOWLEDGE AND ABILITIES

1. Knowledge of library methods and procedures, and ability to apply them to library

 operations.

2. Ability to direct the work of others.

3. Ability to work well and communicate effectively with the public and other staff.

4. Ability to learn and utilize proper operating techniques for library equipment.

5. Keyboard and filing ability.

6. Working knowledge of English grammar and spelling.

7. Willingness to maintain skills in above-mentioned areas through active participation

 in appropriate continuing education.

# PHYSICAL DEMANDS OF POSITION

1. Sitting, standing, walking, climbing and stooping.

2. Bending/twisting and reaching.

3. Talking and hearing; use of telephone.

4. Far vision at 20 feet or farther, and near vision at 20 inches or less.

5. Lifting, carrying: 50 pounds or less.

6. Handling: processing, picking up and shelving books.

7. Fingering: typing, writing, filing, sorting, shelving and processing.

8. Pushing, pulling: objects weighing 60 – 80 pounds on wheels.

9. Mobility: travel to meetings outside library.

# MENTAL REQUIREMENTS

1. Analytical Skills: Identify problems and opportunities; review possible alternative

 courses of action before selecting one; utilize information, resources available when

 making decisions.

2. Problem-Solving Skills: Develop feasible, realistic solutions to problems; recommend

 actions designed to prevent problems from occurring; refer problems to supervisor

 when necessary.

3. Communication Skills: Effectively communicates ideas and information both in

 written and oral form.

4. Reading Ability: Effectively read and understand information contained in

 memorandums, reports and bulletins, etc.

5. Creative Decision-Making: Effectively evaluate or make independent decisions based

 upon experience, knowledge or training, without supervision.

6. Ability to Comprehend and Follow Instructions: To follow instructions from

 Supervisor, verbally and in written form.

7. Mathematical Ability: Calculate basic arithmetic problems, (addition, subtraction,

 multiplication and division) without the aid of a calculator.

8. Time Management: Set priorities in order to meet assignment deadlines.

9. Ability to use computer software and manage computerized files.

# ENVIRONMENTAL/WORKING CONDITIONS

1. Inside work environment.

2. Flexible work hours; frequent evening and weekend hours.

# EQUIPMENT USED

Typewriter, calculator, copy machine, cash register, telephone, audiovisual equipment, computer, receipt printer, collection security system, vacuum cleaner, other equipment as technology advances.

# EDUCATION AND EXPERIENCE

1. Minimum of high school diploma or GED.

2. Keyboarding and general office experience.

3. Some previous library work experience.