

**CROWDER COLLEGE
POSITION DESCRIPTION**

Status: PT, 12 months (29.5 hrs/week)	Library Assistant, Evenings
Revised: 4/1/2014	Bill and Margot Lee Library
Level: Staff, Range 3	Clerical & Secretarial
FLSA: Non-Exempt	Reports to Library Director

POSITION SUMMARY

This position performs a variety of circulation desk and technical services responsibilities. The evening library assistant is responsible for assisting students and staff at the circulation desk; providing general reference and information services to library users; responsible operation of the library during evening hours according to established policies and procedures.

MAJOR FUNCTIONS

Major Functions: The following duties are not to be construed as an exclusive or all-inclusive statement of duties, responsibilities or requirements. Other job-related duties may be requested by the supervisor, subject to reasonable accommodation.

- Performs circulation duties such as, charging, discharging, renewing materials; shelving materials; recording and receiving payments
- Use library's automated systems to input data, update patron data, and change status of materials
- Assists patrons with basic information regarding library policies and procedures, activities, facilities, resources and services to the college community
- Provides general reference assistance to library users; directs patrons/callers to Librarian for in-depth research assistance
- Assists patrons in the use of the research databases and online catalogs at a basic search level to locate information
- Assists patrons with library equipment such as microform reader-printer, photocopier, printer, video/DVD players, FAX, etc. and help to maintain and troubleshoot equipment problems.
- Assists with maintenance of the collection and facilities: shelf-reading, cleaning, straightening, shifting collections, as needed; search for lost/missing items
- Assists and trains students in the physical processing of acquisitions; maintains withdrawal records from the database; assists in inventory maintenance; prepares and mends library materials; assists in book ordering
- Assists in preparing library exhibits, displays, bulletin boards
- Maintain basic library security; shuts down equipment; closes and secures library on evenings
- Assists with interlibrary loan processes
- Perform other related duties as assigned by the Library Director

KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE

Education Requirements:

- Two year, post-secondary degree preferred

Experience Requirements:

- Two years library experience

Other Skills, Abilities, or Knowledge Requirement:

- Customer service ability to respond to patron requests for service and assistance
- Ability to use computers and application software
- Ability to work independently
- Ability to pay close attention to detail to ensure accuracy
- Ability to communicate effectively and instruct library users to locate information and use equipment
- Ability to train student assistants
- Ability to follow established policies and procedures
- Ability to establish and maintain positive working relationships with students, staff, and the public demonstrating courtesy, respect and tact toward others.

EQUIPMENT/SOFTWARE

- Ability to operate a personal computer using the Windows environment
- Ability to understand operating a personal computer within the Crowder College network environment
- Ability to use e-mail and web browser navigation
- Ability to operate personal computer software: word processing, excel

POSITIONS SUPERVISED

- None

WORKING CONDITIONS

- Generally indoors in a normal library environment with minimal exposure to temperature changes, noise, dust, or chemicals.
- Work schedule will accommodate evening and weekend hours.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- A neat appearance and appropriate businesslike apparel are required.

PHYSICAL DEMANDS

- Generally sedentary work involving sitting most of the time but will involve mobility within the campus and various sites.
- The employee is required to move around the library, locate, retrieve, and shelve library materials. There is constant standing, walking, frequent bending, stooping, squatting, crouching, and reaching above the shoulder to shelve books, standing or balancing on a step stool, and pushing or pulling a

book truck. There is occasional lifting or moving up to 30 pounds. The employee must be able to talk, hear, and use specific vision abilities to include close vision, distance vision, color vision, ability to adjust focus, and be able to see clearly in varying levels of light.

CREATIVE AND ANALYTICAL SKILLS

- Ability to define problems and devise methods to resolve problems.
- Ability to troubleshoot problems related to software and/or equipment.

LANGUAGE/COMMUNICATIONS SKILLS

- Ability to communicate effectively with a diverse constituency in both written and oral mediums.
- Ability to manage difficult patron situations.