

## **SUBSTITUTE LIBRARY ASSISTANT**

**Branch:** Any

### **Organizational Relationship:**

Reports to: Branch Manager  
Supervises: Not a supervisory position

### **Overview:**

Performs a variety of duties to provide direct service to customers under direct supervision

### **Required Education/Experience:**

- High School diploma or equivalent
- May require related work experience

### **Skills Required:**

- Oral and written communication
- Customer service
- Public relations
- Accurate data entry and filing
- Interpersonal skills
- Basic reference skills
- Computer skills
- Online searching
- Reader's advisory
- Cash handling
- Ability to handle more than one task at a time

### **Responsibilities/Duties:**

A. Essential Job Functions (All listed responsibilities/duties are considered essential to the position.)

- Follows established policies, quality standards, and rules
- Substitutes in other branches/departments as directed
- Performs and maintains circulation procedures
- Performs and maintains ILL procedures
- Performs reader's advisory services
- Supports and implements library goals
- Maintains orderliness of collection and neatness of public and work areas
- Locates materials for customers
- Searches online data bases
- Demonstrates initiative in assisting customers
- Collects and maintains statistics
- Instructs customers in use of materials and equipment
- Operates equipment used in connection with job duties

- Maintains confidentiality of customer and personnel information
- Answers directional questions for customers
- Collects fines and other cash receipts
- Promotes library services and activities
- Assists supervisor as assigned

B. Special Duties (Employees may or may not be asked to perform any of these duties.)

- Creates displays
- Attends workshops and seminars when assigned
- Performs other duties as related

**Decision Making:**

May make decisions relative to:

- Customer inquiries
- Setting priorities
- Where to direct customer requests

**Accountability:**

Is accountable for:

- Quality of service
- Performing all duties in a friendly, courteous, and professional manner
- Accuracy of work and that work is completed on time
- Meeting job expectations as defined
- Following work rules

**Physical Demands:**

- Requires sitting, standing and walking
- Requires reaching, bending, and carrying light to moderate loads
- Requires ability to move about library to help customers
- Requires ability to operate a keyboard and view a computer monitor
- Requires ability to communicate using a telephone