

## Section: Employee Job Descriptions

### Lib-07-004

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#### Title: Library Assistant

# Library Assistant Job Description

Reports To: Library Manager

**Purpose:** Under the direction of the Manager, the Library Assistant provides patron and membership services, and materials handling and collections maintenance support for the purpose of delivering relevant and responsive library services. The Library Assistant will also provide support in a range of areas related to programs and community-led services.

### Duties, Responsibilities, and Authorities:

1. **Provide customer service by:**
  - a. Answering patron, information (reference) and readers' advisory inquiries (e.g., in-person, and while roving, telephone, chat/text).
  - b. Instructing patrons in accessing and evaluating information resources.
  - c. Developing, preparing, and presenting library programs, tours, and community outreach activities for patrons of all ages.
  - d. Supporting patrons in the use of technology and the development of digital literacy skills.
  - e. Identifying and troubleshooting technology problems.
  - f. Checking out materials at the service desk; supporting patrons in use of self-checkout.
  - g. Placing and retrieving holds.
  - h. Providing specialized services that respond to the needs of patrons with disabilities.
2. **Provide membership services by:**
  - a. Explaining Library policies and procedures.
  - b. Registering patrons for memberships.
  - c. Maintaining membership accounts (e.g., renewals, negotiating and accepting fines and charges payments, informing patrons of account and/or item issues, updating patron information.)
3. **Provide library services out in the community by:**
  - a. Delivering service to the community outside our walls.
  - b. Building relationships with members of the community and community groups.
4. **Provide materials handling and collections maintenance support by:**
  - a. Checking in and sorting materials
  - b. Assisting in de-selection activities (weeding).
  - c. Maintaining and making selections for library collections.
5. **In addition to the duties enumerated above, the Library Assistant may be expected to perform other duties as assigned including, but not limited to:**
  - a. Supporting specialized service delivery to institutions to meet the needs of underserved populations.
  - b. Contributing to system initiatives through membership on NLLS teams.
  - c. Handling cash and preparing daily and monthly cash statements.

- d. Creating displays.
- e. Compiling program statistics.

## Know-How and Ability

### Required:

#### 1. **Education and Training:**

- a. Degree or diploma in a related field from a recognized post-secondary institution **or** other related training or experience at the discretion of the board.
- b. One year of related library or customer service experience.
- c. Experience with computers and mobile devices (e.g., E-Readers) and Microsoft Office and social software applications.
- d. Satisfactory Vulnerable Sector Check from the Police Service required prior to hiring.

#### 2. **Experience/ Ability:**

- a. Effective verbal and written communication, including interpersonal and conflict resolution skills.
- b. Work effectively independently, and collaboratively within a team environment.
- c. Effective judgment and problem solving.
- d. Adaptability.
- e. Efficient time management.

### Preferred:

#### 1. **Experience/ Ability:**

- a. Experience planning, delivering and evaluating programs.
- b. Experience in providing reference services and readers' advisory services.
- c. Experience with Integrated Library System – Polaris.

Latest Revised Date: April 4, 2023