

## LIBRARY ASSISTANT II

### TYPICAL RESPONSIBILITIES OF POSITION

Work involves responsibility for a variety of public/customer service, circulation, and programming/organizational tasks with a particular emphasis on supporting the work of the Technical Services Coordinator. Prioritizes tasks within work assignment.

**DUTIES AND RESPONSIBILITIES:** The following duties are normal for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned by the Director.

1. Supports and collaborates with Technical Services Coordinator in development and delivery of projects and services (see Technical Services Coordinator job description for more information).
2. Circulation and Patron responsibilities (Shared by all staff)
  - a. Performs circulation desk duties when needed; including, but not limited to, issuing library cards, checking materials in and out, greet and direct patrons on locating materials, and collecting payments for fines and services.
  - b. Assists patrons of all ages in the use of library materials, navigating the internet, use of library databases and technology, etc.
  - c. Assists patrons in the selection of books and materials, placing holds on items via NWLN Catalog and WISCAT software.
  - d. Assists with library programs as needed.
  - e. Receives concerns and refers responses to Director.
3. Organizational responsibilities
  - a. Works with the Library team to promote services, collections, and events.
  - b. Assists Library team with general cleanliness and functionality of public spaces and technology.
  - c. Prepares library for opening and closing.
  - d. Assists with collection maintenance including shelf reading and straightening, flagging books for repair/deletion/replacement, and sorting donated materials.
  - e. Keeps updated on library plans and activities, including regularly reviewing archival information in email, personal files, and Library communications documentation.
  - f. Communicates regularly with Director regarding issues and suggestions related to job responsibilities.
  - g. Attends training workshops and informational meetings related to the position.
  - h. Performs other related work as needed and directed by Library Director.
  - i. Creates and maintains documentation of all tasks for staff cross-training purposes.

## **QUALIFICATIONS**

1. High school diploma or equivalent.
2. Excellent customer service skills.
3. Previous library experience strongly preferred.
4. Problem-solving skills.
5. Computer and technology literacy, including but not limited to Word processing, Google Drive tools (docs, sheets, calendar, etc.), familiarity with Windows and Android devices, and comfort with basic technology troubleshooting.