

35 Hours per week

Pay Range: \$17-\$21/ hour commensurate with experience

Reports to: Assistant Director

Essential Roles 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.

- Greets patrons.
- Checks materials in and out.
- Processes hold requests.
- Assists with overdue material.
- Registers new patrons.
- Assists patrons in use of the library.
- Answers telephone queries.
- Shelves library material.
- "Reads" the shelves.
- Oversees use of public computers.
- Telephones patrons regarding holds.
- Telephones patrons regarding overdue material.
- Assists patrons with computer use.
- Assists patrons with using personal devices on Wi-Fi.
- Keeps up to date by reading the Desk Log.
- Keeps others up to date by entering new info into Desk Log.
- Assists with special projects.
- Assists in training new desk staff.
- Manages and disposes of relevant materials per the sustainability policy.
- Repairs books where possible and necessary.
- Maintains cleanliness, tidiness, and organization of early childhood toys and play area.
- Maintains tidiness and organization of collections/shelving and areas, including displays, signage, seating areas, etc. as well as in storage, filing, and working areas.
- Provide low-level technical support and troubleshooting assistance to patrons and staff.
- Perform routine computer maintenance.
- Assist STLS with the implementation and testing of new hardware, software, and technology solutions.
- Document IT procedures and system configurations as needed.
- Train and assist employees on the proper use of technology systems and applications.
- Attends continuing education workshops and informational meetings related to the position.
- Is subject to work evenings and Saturdays, as the job requires.

Knowledge, Skills, and Abilities

- Knowledge of cataloging and WorkFlows software.
- Knowledge of office procedures.
- Working knowledge of computers.
- Ability to troubleshoot basic computer/printing issues.
- Basic business arithmetic.
- Ability to write legibly.
- Ability to communicate courteously with patrons and staff members.
- Ability to understand and follow basic oral and written directions.
- Ability to work well with others.

- Ability to maintain patron confidentiality and follow policy and procedures.
- Ability to lift 25 pounds.
- Ability to learn library circulation software use.
- Commitment to ongoing professional development.
- Ability to stay current with emerging technologies and their applications in library services.
- Willingness to embrace change and innovative approaches to library services.

Qualifications

- Computer and technology experience, including but not limited to word processing, and ability to troubleshoot technology failures required.
- High school diploma or equivalent required. Completion of two or four-year college degree or certification in relevant field - preferred.
- Previous library experience strongly preferred.
- Previous experience in information technology or related trades preferred.

Employee Signature

Date

Director Signature

Date