

Job Description

Title: Library Aide

General Summary:

The Library Aide provides direct service to the public and performs a variety of duties under the supervision of the Director or Circulation Librarian. The Library Aide must display a friendly, helpful attitude at all times, be accurate, dependable and punctual.

Typical Duties:

The following statements are intended to describe the general nature and level of work being performed by persons assigned this classification. Duties and responsibilities may be added, deleted or modified at any time.

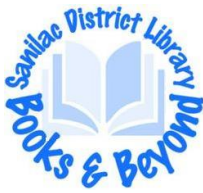
1. Perform all routine tasks to accurately circulate library materials to patrons in person or by telephone following SDL's established policies and procedures: check items out and in, place reserves, issue library cards and update patron records while maintaining confidentiality as per the MI Right To Privacy Act and state law.
2. Properly handle any funds given in payment or contribution.
3. Assist patrons by locating and retrieving desired library materials owned by SDL or through interlibrary loan and recommending Reader's Advisory resources.
4. Maintain library collections by shelving and arranging materials in proper locations according to call number, cleaning, sorting, packing/unpacking and emptying the drop-box.
5. Process materials for circulation following established procedures.
6. Assist patrons in the use of the copy and fax machines, computers, software and the Internet with the ability to operate all equipment connected with job duties without direct supervision.
7. Perform various opening and closing procedures following check lists.
8. The Library Aide may be required to attend workshops and assist with programs.
9. Maintain the library in a clean, orderly, safe condition by performing various housekeeping tasks such as dusting, straightening, emptying waste baskets, cleaning bathrooms, vacuuming, shoveling snow and other duties as assigned.
10. Attend staff meetings.
11. Maintain positive work atmosphere.
12. Perform other duties as assigned.

Qualifications:

This position requires excellent customer service skills, commitment to public service and a willingness to learn. The following competencies are required to enable training and to satisfactorily perform the functions of the job. It is essential for the employee to gain a thorough knowledge of SDL's policies, Integrated Library System, online catalog and MelCat. The employee is expected to maintain current skills in order to continually meet future technology advancements.

Minimum Requirements:

- High school diploma or equivalent. Higher level of education preferred.
- Work experience that demonstrates public relations skills.
- Computer competency demonstrated by accurate typing of at least 30 words per minute and basic knowledge of software applications including word-processing, databases, email and the internet.
- Some knowledge of library methods and techniques is preferred.
- Ability to file alphabetically and numerically.
- Basic clerical and mathematical skills.
- Reliable transportation.



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Personal Qualities:

- Honest, hard working, punctual and dependable with a strong sense of responsibility.
- Ability to think problems through to resolution using common sense and logic.
- An understanding of the value of good customer service even under trying circumstances.
- Ability to handle confidential and sensitive information in an appropriate and secure manner.
- Interpersonal and communication skills for interaction with staff and patrons in an effective and courteous manner. Communication skills must be evident in both oral and written forms with proper usage, spelling, and grammar.
- Ability to acquire and maintain a working knowledge and understanding of current general public library operating principles, methods, practices, SDL policies/procedures and technology advancements sufficient to perform job duties.
- Ability to work cooperatively with the director and staff.
- Ability to read, understand and follow written and oral instructions.
- Ability to multi-task with high degree of accuracy.
- Excellent memory and knowledge retrieval skills.
- Ability to manage time and organize work to increase productivity under direct or minimal supervision.

Required Physical Abilities:

This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the following requirements and working conditions. Reasonable accommodations may be made for otherwise qualified applicants unable to fulfill one or more of these requirements:

- Visual acuity necessary to read the computer screen and spine labels on materials, to retrieve and maintain library materials and operate library equipment/technology.
- Hearing ability to answer telephone and customer inquiries with some background noise.
- Significant fine finger dexterity to effectively operate a calculator, computer keyboard and mouse, equipment and telephone.
- Physical ability to push/pull fully loaded book carts weighing up to 100 pounds.
- Lift and carry stacks of books, materials and delivery bags/boxes weighing up to 40 pounds.
- Lift and/or move items which vary in weight, size, and shape and which could be located from floor to overhead level and may involve climbing, balancing, bending, crawling, crouching, kneeling, reaching and/or stooping.
- Standing or sitting for prolonged periods.
- Ability to shovel snow and clean library if needed.
- Ability to travel to various training workshops.
- Working conditions include exposure to books and other materials that may contain molds, mildews and dust.