

Warren County Public Library  
**Library Assistant – Full Time (LRL)**

**Department:** Circulation - Lisa Rice Library

**Job Status:** Full Time

**Reports To:** Branch Manager

**Work Schedule:** 35 hours per week, various nights and weekends

**Starting Compensation:** \$15/hour

**Position Summary:** Full-time position available for a team-oriented, community-minded individual who is enthusiastic about public service, accessibility, and lifelong learning. This individual cares about the values of WCPL and the story we are building through quality and equitable service to patrons of all backgrounds. This individual displays strong emotional and interpersonal intelligence and enjoys working with people and providing exemplary customer service. This individual is comfortable serving and advocating for patrons of all ages, backgrounds, and abilities with dignity, respect, and nonjudgement. This individual demonstrates an ability to be flexible and open minded about the needs and goals of WCPL and displays excitement about opportunities to try and learn new things. Must be willing to be a notary public.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other related duties may be assigned.

- Greet patrons when they enter the library and assist them with their individual needs and questions.
- Maintain a welcoming and clean environment for patrons of all backgrounds.
- Reserve, circulate, renew and lend books and other library materials at circulation.
- Register new patrons and issue borrower identification cards that permit patrons to borrow books and other materials.
- Enter and update patrons' records on computers.
- Locate library materials for patrons, including books, periodicals, audiovisual materials, and other items.
- Instruct patrons on how to use card catalogs and automated information systems.
- Answer routine inquiries, and refer patrons in need of professional assistance to Reference Librarians.
- Answer questions in person and over the phone, take messages when necessary and communicate these messages to management.
- Inspect returned items for condition and due-date status, and compute/process any applicable fines.
- Sort books, publications, and other items according to established procedure and return them to shelves, files, or other designated storage areas.
- Direct the work of volunteers and student assistants.

- Perform clerical activities such as filing, typing, word processing, mailing out material and answering phones; and may include ordering supplies.
- Ensure patron compliance with library policies and procedures. Address patron behaviors as necessary to maintain an environment conducive to a satisfactory experience.
- Take action to deal with disruptive or problem patrons.
- Open and close library buildings during specified hours and secure library equipment, such as computers and audiovisual equipment.
- Deliver and retrieve items to and from departments by hand or using push carts. Maintain audiovisual equipment.
- Perform shelf-reading on a regular basis to keep the collection in good order.
- Engage in professional development activities, both online and face-to-face, such as taking continuing education classes and attending or participating in conferences, workshops, professional meetings, and associations.
- Maintain order and cleanliness of work areas.

**OTHER JOB FUNCTIONS** include the following. Other related duties may be assigned.

- Assist in training other staff, volunteers, and student assistants.
- Assist in the preparation of book displays.
- Prepare library statistics reports.
- May plan and conduct story times or other programs as applicable to position.
- May plan and teach classes on topics such as information literacy, use of library resources or research methods, technology use, or other informational subjects of interest to patrons.

**POSITION CERTIFICATIONS:**

- Must have or be willing to obtain certification as a Notary Public

**EDUCATION and/or EXPERIENCE** High School Diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

**COMPETENCIES**

- Customer Focused: able to assist with patrons' needs while following library procedures.
- Communication: able to speak and write effectively.
- Organization: able to follow a systematic method of performing a task.
- Reliability: consistently dependable and trustworthy.
- Patience: able to act calmly under stress and strain, and not be hasty or impetuous.

**OTHER SKILLS AND ABILITIES** Must be, or become, familiar with basic use of desktop and laptop

computers and printers; including Internet browser software and Microsoft Office software such as Word and Excel; library services and policies; library's information system; multi-line telephone system; cash register, typewriter, barcode scanners, photocopying equipment, scanners, and fax machines.

- Strong organizational and communication skills and proven ability to problem solve independently.
- Strong emotional and interpersonal intelligence.
- Ability to be self-aware, conscientious, and professional when working with our community and staff.
- Knowledge of best practices in public service and customer service.
- Cultural competence skills.
- Able to pivot to serve the needs of WCPL, willing to step in and support programming, outreach, and other service areas of the library when needed.
- Able to communicate effectively and respectfully with others, orally and in writing, including through email.
- Able to establish and maintain effective working relationships with co-workers, patrons, user groups, community organizations, volunteer groups, and to serve the public courteously.
- Must be able to lift and carry bags of books or boxes weighing up to 40 pounds.
- Must be able to assist with meeting room and programming set up including, but not limited to: Setting up tables, chairs, etc.
- Must be available to work evenings and weekends.
- Must be able to drive a car and hold a valid driver's license.