



Library Aide

Department: Public Library	FLSA Status: Non-Exempt
Location: Plymouth Public Library	Job Status: Non-Bargaining Unit
Reports to: Library Director or Manager on Duty	Prepared by: Library Director
Date: 11/94, 2/99r, 1/05r, 9/19r	Approved by: Library Board of Trustees

GENERAL DESCRIPTION

This paraprofessional/clerical position is responsible for the activities associated with the library's service desks and assisting library users of all ages with the library's resources and equipment.

JOB FUNCTIONS

The following duties and responsibilities are not to be construed as exclusive or all-inclusive. Other duties and responsibilities may be assigned and required.

Examples of Essential Job Functions

- Greets library patrons and assists with circulation desk procedures including: library card registration, check-in and check-out of materials, and acceptance of payment for fines and fees.
- Follows circulation desk procedures and library policies and explains policy to library patrons.
- Arranges returned materials on book trucks and may do some shelving.
- Empty book drops, bins, and inter-library delivery.
- Assists library patrons with online catalog, databases, computers, photocopier, and other library equipment and resources.
- Refers longer, reference questions or more complicated patron interactions to the Reference Librarian, Youth Services Librarian, Manager on Duty, or Library Director.
- Shelf-reads assigned shelves according to call number and Dewey Decimal Classification to maintain order in the library.
- Routes mail, telephone calls, or user requests as necessary.

OTHER DUTIES

- Assists with library programs and displays as necessary.
- Processes, repairs, or discards library materials as necessary.
- Processes donation and book sale items as necessary.
- Attend staff meetings and continuing education programs as requested.
- Performs other related work as assigned by the Library Director.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to effectively present information and respond to questions from patrons using excellent communication skills.
- Ability to follow detailed directions.
- Ability to maintain a regular work schedule that includes flexibility to working days, evenings, and weekends as required.
- Excellent interpersonal skills and ability to maintain and foster cooperative and courteous working relationship with the public, peers, and supervisors.

REQUIRED PHYSICAL DEMANDS

- Ability to work in a defined space and stand for periods of time.
- Bending/twisting, reaching, and feeling.
- Climbing: ascending and descending short footstool.
- Lifting and carrying up to 50 pounds.
- Pushing and pulling: objects weighing 100 pounds on wheeled carts.
- Standing, walking, stooping, kneeling, and crouching.
- Talking, hearing, and near vision.

EXAMPLES OF EQUIPMENT USED

- Computer, scanner, photocopier, automation system, telephone, fax machine, audiovisual equipment, projector, microfilm/microfiche reader, step stool, book trucks, and other library equipment.

EDUCATION AND TRAINING

- High school diploma or GED.
- Computer skills/keyboarding skills, mouse skills are required.
- Customer service experience preferred.

WORKING CONDITIONS

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job

- Environment: Work is primarily inside and sedentary in nature.
- Physical: Includes sitting and/or standing for extended period of time, walking, bending, stooping, and lifting up to approximately 50 pounds. Pushing and pulling objects on a wheeled cart weighing approximately up to 100 pounds. Dexterity of hands and fingers to process and inspect library materials, crafts and displays. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Employee may be exposed to hazardous materials. Work activity does entail predictable or unpredictable exposure to blood or body fluids.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Disclaimer: The job description has been prepared to assist in evaluating various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty required of the position. It is not intended as a complete list of specific duties and responsibilities. Nor is it intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. Nothing contained herein is intended or shall be construed to create or constitute a contract.