



Smithers Public Library

Library Assistant I Job Description

Job Summary

A Library Assistant I (LAI) serves the public during opening hours. A LAI performs a variety of library duties in connection with the circulation and borrowing process; location of library materials; shelving and filing of library materials; and other public service duties, most importantly making people feel welcome and offering assistance to ensure the needs of the public are being met. Oversees the work of volunteers.

Qualifications:

- Education: High School Diploma or equivalent and preferably library coursework, such as Library Technician Diploma.
- Library work experience is preferred.
- Superior customer service skills and experience is required.
- Demonstrated ability to use tact, independent judgment, and initiative.
- Requires a good working knowledge of computer hardware and applications software (such as Excel, Outlook, and Word), Internet searching, basic computer skills such as email and printing, and basic familiarity with common mobile devices.
- Experience supervising volunteers or staff is preferred.

Essential Qualities:

- Flexibility; a positive attitude; the ability to adapt to a constantly evolving workplace; ability to adapt to shifting priorities and new service directions; and a patron-based focus.
- Ability to contribute positively and work effectively within a team environment.
- Commitment to furthering the work of the library as described in the current values, mission and vision statements, and strategic plan.

Job Duties:

- Opens and closes the library, according to written procedures.
- Welcomes patrons entering the library, ensuring all are treated equally and with respect.

Circulation desk duties:

- Checks-out and checks-in materials.
- Registers and renews library memberships.
- Collects fees and payments.
- Follows daily cash routines.

- Manages holds; informs patrons about Interlibrary loans and holds ready for pick-up.
- Provides information about library hours, fees, and other library services including programs and special events, referring questions to appropriate staff when necessary.
- Provides Readers Advisory services to patrons and connects them with resources.
- Answers patrons' questions in person, by phone or by email.
- Assists patrons in the use of library resources and accessing materials, including eBook and eAudiobook downloads and databases.
- Assists patrons in accessing the public access computers and Wi-Fi; oversees public computer reservation software
- Assists patrons with using common computer applications such as Internet searches, email and word processing; troubleshoots basic public computer problems.
- Assists patrons with library equipment (scanner, fax, photocopier, iPads etc.).
- Informs and assists library members in managing their online accounts.
- Oversees the work of Library Volunteers and Pages.
- Arranges library materials in order for re-shelving and shelves library materials.
- Ensures that library shelves are tidy, materials in proper order on the shelves, and books appropriately displayed.
- Maintains the bulletin board, assessing items for suitability.
- Participates in regular staff meetings.
- Performs or assists with other work as assigned by the Library Director or Deputy Librarian. This extra work adds variety to the job duties listed above and shall be compensated at the Library Assistant I rate of pay, unless specified in writing.