

G.E. Bleskacek Family Memorial Library

City of Bloomer

Job Description

Position Title: Part-Time Library Aide

Department/Location: Public Library

Reports to: Library Director

Position Summary:

The Library Aide is primarily responsible for the orderly operation of the circulation desk and general clerical and customer service functions in the library. This position is part time hourly.

Education and Experience:

- Education: High school diploma or equivalent required.
- Experience: Previous library or customer service experience preferred.

Essential Job Functions:

- Provides welcoming customer service to all patrons
- Provides basic information and reference services
- Checks materials in and out using an automated library system
- Assists customers with finding materials using the online library catalog
- Assists patrons with public computers & copy center
- Registers and updates patron accounts
- Answers and directs phone calls
- Collects fines and fees for materials and copier services
- Collects materials from book drops
- Locates and prepares requested hold items
- Shelves library materials according to library practices
- Maintains neat and orderly shelves and displays
- Assists with collection and records maintenance activities
- Assists with opening and closing procedures
- Attends staff meetings as requested
- Assists with library programming

Required Knowledge, Skills, and Abilities:

These requirements are representative, but not all-inclusive, of the knowledge, skill, and ability required to perform this job.

- Excellent customer service skills
- Knowledge of computers, electronic mail, the internet, and office software
- Knowledge of cash handling and basic math
- Ability to learn library software, services, procedures, and policy

- Ability to efficiently operate a variety of office and library equipment
- Ability to communicate effectively both verbally and in writing
- Ability to work independently and efficiently with minimal direction
- Ability to manage and balance multiple tasks
- Ability to establish and maintain effective working relationships with other employees and patrons
- Ability to contribute to a positive work culture that fosters excellent customer service and teamwork

Physical Demands:

- Work involves frequent moving of library materials up to 10 pounds with occasional moving of materials up to 50 pounds and moving of loaded carts.
- Work includes frequently sitting or standing and frequently moving around the library. Bending, squatting, and reaching motions are frequently required.
- Visual demands require frequently viewing a computer monitor and reading documents and labels.
- Hearing demands require frequently listening to patrons on the telephone.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.