



## Position Description

<b>Position title:</b> Library Assistant I	<b>Department:</b> Library
<b>Reports to:</b> Director	<b>Supervises:</b> N/A
<b>FLSA status:</b> Part-time hourly	<b>Date revised:</b> 12-6-20
<b>Starting salary:</b> \$12.00 per hour plus IPERS and paid leave	<b>Hours:</b> 56 hours per pay period (two weeks)

### Position Summary

Working primarily at the front desk, a Library Assistant I represents the library and Fairfield to patrons and out-of-town visitors. This role involves using a computer to check materials in and out, to compile records, to establish and renew confidential patron accounts, to inform people about library resources and events, etc. This position also provides curbside delivery services and selects new materials for an assigned area of the collection.

### Essential Job Duties

- **Customer service**—Maintain high standards of internal and external customer service while upholding policies established by the library board, including the collection of fines and fees. Assist patrons in using public computers and equipment, taking advantage of ‘teachable moments’ to explain. Make calls promptly when reserved materials become available for the next patron in the queue.
- **Security and privacy**—Safeguard customer trust and comply with state law by maintaining confidentiality of patron accounts. Adhere to security routines established for opening and closing the library, and for dealing with inappropriate patron behavior.
- **Accurate record keeping**—Maintain an accurate patron database, along with reservation calendars for meeting rooms and audiovisual equipment. Check in returned materials, route damaged items to mending, and sort materials for shelving. Accurately use a credit card machine and cash register, and give correct change.
- **Answer questions**—Use NovelList to provide readers’ advisory service. Provide accurate answers to patrons’ directional questions, routing advanced reference questions to the Director or Youth Services Librarian. Request contact information for later follow-up when a question cannot be answered immediately.
- **Shelver support**—Fill in during the Shelver’s absence.
- **Collection development**—Select new materials for an assigned area of the collection by studying reviews from trusted sources. Adhere to guidelines for weeding.
- **Cross training**—Participate in cross training to ensure that shelving and other core services continue during co-workers’ vacation leave, sick leave, etc.
- **Other**—Accomplish other tasks as requested by the Director.

### Knowledge, Skills, and Abilities Required

- **Communication skills**—Communicate with co-workers and the public in a courteous and respectful manner. This is the glue of goodwill that fosters trust in the workplace.
- **Typing**—Accurate keyboarding skills at 50wpm or better.
- **Detail oriented**—Attention to detail for accurate record keeping and materials finishing.
- **Computer use**—Has a good working knowledge of PCs and Microsoft Office programs.
- **Sequencing abilities**—Accurately sort fiction by author name, and nonfiction by Dewey number, after receiving some instruction.
- **Physical requirements**—See the document titled Physical Job Requirement Analysis, approved by the library board on 1/16/17.
- **Exams and tests, upon request of the Director**—Post offer physical exam, drug testing, and/or background check may be required.

**Entry Requirements**

- **Education and training**—High school diploma or GED equivalence.
- **Work Experience**—Two years of general clerical, recordkeeping, and customer service are preferred.
- **Exams and tests, upon request of the Director**—Background checks, physical examinations, and/or drug testing.
- **Residency**—Must reside within 30 miles of the Fairfield City Hall. This residency requirement must be established within six months after the date of hire and shall be maintained throughout employment with the Fairfield Public Library.

**Work Environment**

Most work is performed in an office setting seated or standing with appropriate heating and cooling, and is not subject to significant occupational or environmental hazards, other than those normally associated with general public contact. Most work is performed at a computer, or using other office equipment. The noise level in this work environment is usually low. Work may involve frequent interaction with the public and frequent interruptions. Ongoing contact with the public always has the potential for dealing with difficult or unhealthy patrons.

**Hours of Work**

Generally 56 hours per pay period (two weeks), with half-day Saturdays and Sundays in rotation. This position is occasionally required to work different hours with minimal notice to meet operational needs.

**Disclaimer**

The above information is intended to describe the general nature and level of work to be performed by an employee in this position. It is not intended to be an exhaustive list of all duties, responsibilities, requirements, and working conditions. The Fairfield Public Library reserves the right to change or assign other duties to this position as needed and as deemed appropriate. Employees holding this position will be required to perform any other job-related duties requested by the Director. Reasonable accommodations may be made as needed for employees to be able to perform the essential duties and responsibilities and meet the requirements of the position. Except for employees covered by Civil Service and/or a collective bargaining agreement, Fairfield Public Library employees are considered at-will employees. An employee may terminate his/her employment at any time, and the Fairfield Public Library may also terminate the employee's employment at any time. Unless otherwise provided by contract or law, all employment with the Fairfield Public Library is to be considered "at-will."

**Employee acknowledgment**

I have carefully read and understand the contents of this position description. I understand the duties, responsibilities, requirements, and working conditions. I also understand that this is not necessarily an exhaustive list of duties, responsibilities, requirements, and working conditions associated with the position. While this list is intended to be an accurate reflection of the current position, I understand that the employer reserves the right to revise the duties and responsibilities of the position or to require that additional or different tasks be performed. I understand that I may be required to work overtime, as well as different shifts or hours outside the normally defined workday or workweek.

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Director's Signature: \_\_\_\_\_ Date: \_\_\_\_\_