

## **JOB DESCRIPTION**

Rappahannock County Government

**POSITION:** Library Assistant

**DEPARTMENT:** Library

**FLSA:** Non-Exempt

### **GENERAL STATEMENT OF JOB:**

The job of Library Assistant provides circulation assistance to library patrons and performs essential customer service support tasks. The job performs other duties as assigned to further the goals and objectives of the Rappahannock County Public Library. Work is performed under general supervision and reports to the Library Director.

### **ESSENTIAL FUNCTIONS:**

The essential functions are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Responds to the needs of library patrons at the circulation desk and via telephone or email
- Assists patrons in locating material
- Checks material in and out at the circulation desk
- Issues library cards and maintains patron accounts
- Handles petty cash and patron account monies
- Informs patrons of library services, policies, procedures, and resources
- Assists patrons in the use of technology, e. g. computers, copiers, printers, electronic materials
- Refers patrons to Librarians as appropriate
- Retrieves and processes daily circulation reports
- May assist with maintenance of the library collection
- May perform reader advisory to patrons
- May be responsible for opening and/or closing library

### **JOB REQUIREMENTS: MINIMUM QUALIFICATIONS**

#### **KNOWLEDGE, SKILLS & ABILITIES:**

General knowledge of library procedures, methods, practices, equipment and techniques; general knowledge of and interest in books and reader interest levels; general knowledge of the library circulation functions; general knowledge of office procedures, word processing, computer applications and records maintenance techniques; ability to sort both alphabetically & numerically and perform basic arithmetic; ability to exercise initiative and independent judgment; skill in the use of library equipment, materials and resources; ability to work independently or as part of a team; ability to interact with a diverse population; ability to establish and maintain effective working relationships with associates, vendors, and the general public and ability to communicate orally and in writing with patrons and staff.

#### **EDUCATION & EXPERIENCE**

**Minimum Qualifications:** Any combination of education, experience, and training equivalent to the following: High school graduation or possession of a GED; experience in customer service; basic computer literacy.

**Preferred Qualifications:** Experience working with and assisting the public in a library setting. Strong customer service skills. Skilled with office equipment and technological resources. Exceptional interpersonal skills.

## **SPECIAL REQUIREMENTS**

Certificates and Licenses Required: Must have a valid Virginia driver's license or reliable transportation

## **PHYSICAL REQUIREMENTS**

This work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force; work regularly requires using hands to finger, handle or feel and repetitive motions, frequently requires sitting and speaking or hearing and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms and pushing or pulling; work requires close vision, distance vision and ability to adjust focus; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Rappahannock County Public Library is an Equal Opportunity Employer. Discrimination on the basis of race, color, religion, national origin, age, sex, gender identity, sexual orientation, marital status, pregnancy, disability, political affiliation, or military/veteran status is prohibited in the recruitment, selection, and hiring of its employees. Reasonable accommodations are available to persons with disabilities during application and/or interview processes per the Americans with Disabilities Act.