

Job Title: Library Assistant

Position: Part-time

Reports to: Library Director

Hours: Approximately 15 hours per week, one Saturday per month

Pay: Based on experience

Job Summary: The Hawarden Public Library is seeking a responsible, energetic, and personable Library Assistant. This position is responsible for a variety of patron contact functions at the circulation desk; assisting with technology; and providing excellent customer service while performing all work duties.

Physical Requirements:

- While performing the duties of this job, the employee is frequently required to reach with hands and arms, stand, sit, walk, and use hands to grasp objects, and talk or hear.
- The employee is occasionally required to stoop and crouch.
- The employee must be able to lift and/or carry 20 pounds.

Duties:

- Proactively seeks to assist patrons with finding library materials, with using the library catalog, and with self-directed activities.
- Trains patrons in use of online catalog, online resources, and library technology.
- Proficiently handles all circulation functions of the library's integrated system including log-in, check-in, check-out, placing holds and trace functions, collecting fines, searching the patron database, patron registration and issuing library cards.
- Handles phone customer service transactions while demonstrating professionalism in all patron communications.
- Answers reference, research, and readers' advisory questions.
- Performs building opening and closing procedures and assists with maintaining welcoming and attractive public areas.
- Performs other duties or assumes other responsibilities as apparent or assigned.

Knowledge, Skills, and Abilities

The following skills and abilities are not required before the hire date, but proficiency must be achieved within the first 90 days of the job.

- Knowledge of current holdings and library resources, both print and electronic.
- Knowledge of library policies and procedures.
- Knowledge of a broad range of library references and readers' advisory materials.
- Skill in using current and emerging library technology and automated systems.
- Skill in training patrons to use library resources.
- Ability to demonstrate effective public service skills, understand public library operations, and support "patron first" practices.
- Ability to interact effectively, professionally, and tactfully with general patrons.
- Ability to work in a team environment.
- Ability to provide outstanding internal and external customer service using excellent oral and written communication skills.