



Taber Public Library Job Description

Job Title: Library Assistant
Reports to: Library Manager

Summary: This position encompasses a wide variety of library duties: interfaces with patrons in providing public and technical library services; and performs related duties as assigned. Regular job analysis will be carried out.

Skills & Qualifications

- High school diploma or equivalent is required; Library Operations Assistant (LOA) certificate or post-secondary education a definite asset.
- Strong customer service, interpersonal active listening and communication skills; retail experience an asset.
- Critical thinking and research skills.
- Strong organization skills and attention to detail.
- Interest in lifelong learning, professional development and career-related learning.
- Working knowledge of how to operate a variety of office equipment including the Microsoft Office suite of programs, Microsoft Outlook, telephones, scanners, photocopiers, fax machines and printers.
- Knowledge in smart devices and in the use of web-based services and library-based applications.
- Able to work evenings and Saturdays.

Physical Requirements

- Lifting library material.
- Reaching to place material on shelves.
- Pushing and pulling book drop bins and library carts.
- Frequent standing, walking and bending.

Duties & Responsibilities

- Use interest in lifelong learning and initiative to regularly pursue professional development opportunities, including keeping up to date on library-based applications, and is strongly encouraged to pursue formal courses in library work.
- Use customer service skills to interface with patrons in providing public and technical library services.
- Use communication and customer service skills to answer telephones, transfer calls and provide information to callers.
- Use communication and customer service skills to contact patrons with information about library materials.

- Use attention to detail to: perform circulation and service desk duties; use integrated library system (ILS) software to create and update patron accounts and to check in and out library material; collect fines and fees; maintain statistics.
- Use customer service, active listening, critical thinking and research skills to provide reference services using standard reference sources, such as the library's online patron access catalogue (OPAC), online databases, applications, and quality Internet resources.
- Use customer service, active listening and research skills to assist patrons with reader's advisory requests and Interlibrary Loan requests using standard reader's advisory resources, such as the library's OPAC, Novelist, Goodreads, and TAL Online.
- Use initiative and experience with technology to trouble-shoot patrons' questions about computers, the Internet, smart devices and library-based apps.
- Use creativity and initiative to assist Program Coordinator in developing, delivering, and reporting on a wide variety of regularly occurring and one-off programming for people of all ages that aligns with the library's current Plan of Service.
- Use attention to detail and organizational skills to perform circulation duties such as completing circulation reports, shelving material, and shelf reading.
- Use attention to detail, creativity and experience with technology to make minor repairs to library materials.
- Other duties as assigned by Library Manager.

Date Approved: December 7, 1999

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 September 14, 2010
 June 11, 2013
 December 12, 2017
 January 8, 2019