

Saxton B. Little Free Library  
Library Assistant

**GENERAL DESCRIPTION**

Provides customer service and assists with basic library functions.

Duties include providing excellent customer service in person and over the phone, checking books in and out, shelving library materials, assisting patrons on public computers, helping patrons find books and other materials in the catalog and on the shelves, and library support work such as processing books and general collection maintenance.

**RESPONSIBILITIES:**

- Provide excellent customer service. Handle patron questions courteously, welcome all patrons, answer phone calls using proper phone etiquette, assist patrons in locating materials, refer reference questions to senior staff
- Circulation desk duties: Empty book returns, check items in and out, process reserves, register patrons for library cards and voting, help patrons register for programs, update calendars for museum pass programs, call patrons regarding reserves and program registration, assist patrons with copier, fax, telephone, public computers, internet, and eBook devices
- Shelf library materials, flag materials in need of repair, read shelves for accuracy
- Assist with opening and closing the library, including locking and unlocking doors, turning lights and computers on and off, handling routine building supervision
- Be punctual and reliable; communicate scheduling conflicts in a timely manner
- Other duties as assigned

**MINIMUM QUALIFICATIONS**

- High School Diploma
- Some college preferred
- Two (2) years of relevant experience working in customer service (e.g., libraries, retail, or food service)

**KNOWLEDGE AND SKILLS:**

- Ability to perform excellent customer service
- Ability to maintain composure and professionalism in potentially stressful situations
- Competency in using computers

- Availability to work scheduled hours as assigned
- Demonstrated ability to accurately sort and shelf items efficiently
- Ability to learn, to adhere to, and to enforce library policies and procedures
- Ability to learn and effectively use library equipment
- Working knowledge of, or ability to learn, the Dewey Decimal System
- Working knowledge of, or ability to learn, general library terminology
- Ability to communicate effectively
- Ability to work independently and as a team member
- Ability to work with limited supervision

**PHYSICAL DEMANDS / WORK ENVIRONMENT:**

- Ability to continuously bend, twist, stoop, reach and pull
- Able to walk, sit and stand for extended periods of time
- Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus
- Ability to lift moderate to heavy weight material up to 40 lbs.
- Ability to push and pull book carts

*Approved by the SBL Board 9/3/2024*