

## **Library/Programming Aide**

The purpose of this position is to assist in Saturday and evening coverage with an emphasis on providing first-line interface with patrons of the Goddard Public Library by performing the duties as detailed below. This position will also offer support services under the direction of the Programming & Outreach Specialist.

### *Supervision Received*

Works under the immediate supervision of either the Library Assistant, Programming & Outreach Specialist, or the Library Director.

### *Examples Of Duties*

- Greet, assist and refer library users according to their needs; perform a wide range of clerical public contact duties.
- Using the library's automated circulation system, perform circulation functions including checking materials in and out, processing holds, registering borrowers, informing patrons of the status of their accounts and conveying and enforcing library policy.
- Maintain quality public relations, advising patrons of library programs, procedures and policies. •
- Open and close the library building. Keep daily records of circulation and activities, and answer the telephone.
- Handle incoming and outgoing e-mail.
- Handle InterLibrary Loan requests.
- Instruct patrons needing help on library computers. Provide assistance with personal devices used for downloadable books; troubleshoot and resolve issues with downloads as needed. Assist patrons using library equipment, including copier and fax machine.
- Answer reference questions and conduct research as needed. Assist patrons in using the electronic public access catalog and online databases.
- Make recommendations for improvements in services and the collection.
- Shelve and organize the materials collection.
- Supports Programming and Outreach services as needed.
- Performs other duties as assigned.

### *Knowledge, Skills And Abilities*

Ability to work with constant interruptions.

Ability to work in a team environment.

Knowledge of computers and Microsoft Office products.

Ability to understand and follow written and oral instructions.

Ability to pay attention to detail.

Ability to establish and maintain effective working relationships with superiors, associates and the general public.

### Qualifications

High school diploma.  
Some experience in a customer service role.  
Basic computer literacy.  
Outstanding organizational skills.  
Attention to detail and good problem solving ability.  
Exceptional interpersonal skills.  
Excellent written and verbal communication.

### Special Requirements

- Physical Requirements: - Tasks require the ability to exert physical effort in sedentary to light work. Work may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 25 pounds). Vision and hearing at, or correctable to, normal ranges are necessary. Must be able to communicate verbally. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Necessities of the Job - Library operating hours may require evening and weekend work.

This position is open until filled with first consideration for hire starting April 14, 2022.