

**Mount Horeb Public Library Position Description
Frontline Help Desk and Circulation Librarian**

Library Aide II

Purpose and Scope

Under the general direction of the Library Director and the Circulation Supervisor, the Frontline Help Desk and Circulation Librarian will staff the Circulation Desk and Help Desk working directly with the public approximately 18 hours per week and 1 Saturday per month. Viewed as "the face of the library," the ideal candidate must enjoy assisting and serving the public. The position requires top-notch customer service and ability to market library material and services to patrons. Schedule will vary. Includes evenings and Saturdays. Must be proficient at multi-tasking, as many of the job duties/requirements will be accomplished while working the desk. The position will also share collection development and technical processing duties.

Essential Functions

Frontline Circulation Desk

1. Check in / check out items to patrons and assist patrons with account questions. Issue library cards to new users.
2. Communicates with customers regarding lost/damaged materials and fines including negotiating/resolving conflicts.
3. Assists with redbox check-ins / holds, picklist, and book drop.
4. Ability to independently perform the following functions: pick list, hold shelf action list, trace reports, etc.

Help Desk

1. Answers informational questions and directs customers to appropriate library resources.
2. Suggests and markets library materials to customers.
3. Assists and instructs library customers in the use of print and electronic library resources.
4. Assists and instructs library customers in use of the computers, printing, copying, and faxing.
5. Manages the Help Desk as needed.

Collection Development

1. Reads professional journals and reviews sources.
2. Determines, in conjunction with the Library Director, the scope and focus of assigned areas of collection development.
3. Orders new library materials in assigned areas.
4. Manages standing orders: selection, maintenance, etc.
5. Weeds particular areas of the collection.
6. Withdraws older materials and orders updates and replacements as needed.

Technical Processing

1. Assists with linking items as needed.
2. Assists with processing, labeling, unpacking, and inventory of new materials.

General Responsibilities

1. Opens and closes the library.
2. Troubleshoots computer / printing issues.
3. Troubleshoots and instructs with e-reading platform.
4. Communicates with staff in communication log.
5. Other duties as assigned.

Examples of General Duties Performed

1. Serves at the Help Desk: answers the phone; assists customers with reference questions and reader's advisory; provides bibliographic and database instruction; and other tasks as assigned.
2. Troubleshoots malfunctioning equipment; communicates status updates through staff log.
3. Knowledgeable of upcoming community events as related to inquiries at the Circulation Desk or Help Desk, etc.
4. Performs general Circulation Desk duties: checks materials in and out; assists customers in using LINKcat; completes library card registrations; handles overdue inquiries; manages circulation-related difficulties: claims returned, lost book payments, refunds, handles snags and busy boxes on a daily basis; and other tasks as assigned.
5. Performs general operational duties: opens and closes the library; proctors exams; assists customers in the computer lab; and other tasks as required.
6. Maintains staff communication systems within area of responsibility, i.e. reading and responding to the communication log, internal memos, and e-mail.
7. May provide a variety of clerical services such as typing, filing, answering the telephone, sorting mail, and other tasks as assigned.

Knowledge and Abilities

1. Knowledgeable and understanding of basic library principles, procedures, technology, goals, and philosophy of service.
2. Communicates effectively with staff and the public and maintains effective public relations.
3. Comprehends and follows instructions from supervisor, verbally and in written form.
4. Understands library policies and procedures and applies them to library operations.
5. Uses computer software and manages computerized files, i.e.: knowledge of Koha catalog system -- customer, circulation, and cataloging functions; knowledge and ability to use and demonstrate use of current software and emerging software/technologies.

Physical Demands of the Position

1. Sitting, standing, walking, climbing, and stooping.
2. Bending, twisting, and reaching.
3. Talking and hearing; use of telephone.
4. Far vision at 20 feet or farther; near vision at 20 inches or less.
5. Lifting and carrying: 50 pounds or less.
6. Handling, processing, picking up, and shelving books and other library materials.
7. Pushing and pulling: objects weighing 50-80 pounds on wheels.
8. Fingering: typing, writing, filing, sorting and processing.
9. Ability to move around the library and to travel to meetings/continuing education outside the library.

Required Skills

1. Time Management: set priorities and follow through to meet assignment deadlines.
3. Analytical skills: identify problems and potential areas for improvement; utilize available information sources in decision-making.
4. Problem solving skills: develop feasible, realistic solutions to problems.
5. Communication skills: effectively communicate ideas and information both in written and oral forms and in Standard English.
6. Reading ability: effectively read and understand information contained in memoranda, reports, and bulletins.

7. Mathematical ability: calculate basic arithmetic problems [addition, subtraction, multiplication, division] without the aid of a calculator.

Environmental/Working Conditions

1. Inside work environment.
2. Evening and weekend hours
3. Approximately 20 hours a week (18 hours per week; 1 Saturday per month; 1 mandatory staff meeting per month); Wages starting at \$18.50/hour; pro-rated benefits.
4. This is a half-time position and will be eligible for pro-rated benefits.

Equipment Used

Computers, printers, calculator, copy machines, fax machine, telephone, microfilm reader-printer, audio- video equipment, speaker, camera, scanner, projector, laptop, ipads, and eReader devices.

Education/Experience

Master's Degree from ALA accredited institution, preferred.

Bachelor's degree in an applicable field or commensurate experience, or a high school diploma or equivalent plus 5 years of applicable experience.