



Position Title: Library Assistant

Immediate Supervisor: Circulation Manager

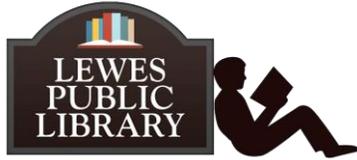
Position Description: The library assistant primarily assists patrons in the use of the library, ensuring quality customer experiences and the smooth, effective flow of library operations, along with maintaining the public service image of the library. Basic knowledge of Windows 10, internet, email, and eMedia are required.

This position will require approximately 12 hours per week during restricted-access operations caused by COVID-19. Once the library resumes normal operations this position will work 15 – 20 hours per week.

Please submit resumes and letters of interest to Library Director, Lea Rosell, at lewes.library@lib.de.us by close of business April 21, 2021.

Primary responsibilities include:

- Provide excellent customer service in-person and by telephone;
- Promote a positive image of the library and its staff to the general public;
- Assist patrons in finding desired materials and information;
- Circulate materials; collect fines and fees, and register customers for library cards;
- Assist patrons in use of technologies, including computer/Internet use, e-readers, copiers, and printers;
- Supervise and support volunteers assisting customers;
- Train new staff and volunteers on policies, procedures, and circulation technology, when necessary;
- Sort, shelve, and retrieve materials;
- Open and close library by established procedure, when necessary;
- Attend workshops and other professional development opportunities to keep current on the methods and techniques in library services;
- Perform other related duties and responsibilities as may be required, including involvement in library programming.



Required knowledge and abilities:

Knowledge of:

- General office procedures and clerical work;
- Internet searches and navigation;
- Microsoft Office (Word, Excel, and Outlook); and
- Basic computer troubleshooting.

Ability to:

- Work effectively with the public;
- Establish and maintain effective working relationships;
- Exercise independent judgment in implementing established policies and procedures;
- Learn library-specific software as part of training;
- Maintain records; and
- Multitask;

Qualifications: Minimum HS diploma or GED, Associates degree preferred, with a minimum of 2 years' experience in a customer service position that provides required knowledge and abilities. Excellent interpersonal and organizational skills, excellent communication skills with adults and children, flexibility, a genuine enjoyment of the public, and the ability to handle stressful situations. Must be willing to work evenings and weekends, as the schedule requires.

ADA Requirements: This is medium work requiring the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force to constantly move objects, and some heavy work requiring the exertion of 100 pounds of force occasionally, up to 50 pounds of work frequently, and up to 20 pounds of force constantly to move objects; work requires climbing, stooping, reaching, walking, pulling, lifting, and grasping; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels, and to receive detailed information through oral communications and/or to make fine distinctions in sound; visual acuity is required for depth perception, color perception, inspection involving small defects and/or small parts, operation of motor vehicles or equipment, and observing general surroundings and activities; the worker is subject to inside and outside environmental conditions.