

LA LAW LIBRARY JOB DESCRIPTION

Title:	Library Aide
Department:	Patron Services
Focus:	Circulation
Reports to:	Circulation Manager
Position(s) Supervised:	None
FLSA Status:	Non-Exempt
Salary Grade:	1
Union Status:	Eligible for representation
Effective Date:	1/27/2022

Position Summary

The purpose of this part-time position is to be a direct, initial contact with Library users by professionally providing circulation services; performing other daily operational tasks including document delivery, looseleaf filing, and book shelving; and providing excellent customer service to library users whether in person, via telephone, facsimile, or e-mail.

Responsibilities and Duties

Assists patrons with the utilization of the Library materials and resources in a courteous and professional manner as needed:

- Registers new borrowers including review of completed application, collection of appropriate deposit and annual fees, and current proxy list based on established process and procedures;
- Re-opens closed borrower accounts based on established process and procedures;
- Charge and discharge library materials;
- Process requested material holds, renewals and items flagged for review;
- Issue library cards and complete non-borrower account records;
- Assists with use of library computers or equipment by patrons;
- Assists staff and users in efficiently finding appropriate materials and using library resources such as library computers and other equipment;
- Add items to item records and create on-the-fly records as needed
- Maintain accurate records of book sales and other supplies sold at Circulation Desk
- Assists in performing general tasks related to library operations, which may include opening library facilities, turning equipment on/off, , loading/unloading or moving book carts and counting and verification of cash payments as needed.
- File and retrieve patron files

Shelving:

- Re-shelves and retrieves library materials as directed to assist patrons, maintain order in the reading room and keep work spaces available for staff and users.
- Collects and organizes materials to be shelved.
- Shifts materials behind the Circulation desk as instructed.

Maintain organization of hold, reserve, and re-shelving areas:

- Organizes and maintains shelves of library books, newspapers, CDs's and audio materials
- Places library books/materials in appropriate shelving areas and files in appropriate order, reads labels to ensure materials are arranged in proper order.
- Shelf reads assigned areas on a regular basis

Participates in the achievement of division and departmental goals:

- May be requested to provide input on changes in policies and procedures;
- Collaborates with divisional staff to increase borrower base through new services and non-borrower usage.
- Communicates with supervisor, employees, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems;
- Performs other duties as assigned, which includes but is not limited to assisting with duties of other library departments.

Position Qualifications

Required

- High School diploma or GED
- Ability to think and work independently and be a self-starter
- Able to understand and follow-through with job tasks as assigned, complete tasks despite continuous interruptions, and organize workload according to established priorities to ensure timely completion of jobs.
- Ability to provide quality customer service through effective oral and written communication and interpersonal skills which demonstrate ordinary courtesy, respect, and tact. Ability to work on team projects when appropriate.
- Must be able to communicate and be understood in order to provide circulation services for Library including check-in and check-out of resources; maintain circulation desk area; update patron records as needed.
- Must be able to read and understand written and oral instructions to assist users effectively; retrieve and re-shelve hold, reserve materials; organize books to be re-shelved; and other duties as assigned.

- Must be able to correctly organize materials according to the library's classification scheme. Possess the ability to use a personal computer. Ability to understand, retain, and recall instructions. Ability to concentrate and pay close attention to detail for extended periods in order to ensure accuracy when handling paperwork, materials, money, and files of all types.

Preferred:

- Associate's Degree or higher
- Prior work experience in a Library
- Ability to use computers, especially as relates to library systems, office productivity tools and the Internet
- Knowledge of a foreign language
- Post-high school education
- Previous experience in customer service
- Previous experience shelving library materials
- Knowledge of Library of Congress Classification system
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Work Environment

Will be working in a busy office environment open to the public including a large reading room, general office environment and open and closed book stacks.

Physical Abilities Required

- Requires the ability to lift, push, and pull up to 50 lbs ., including library materials, furniture, facilities equipment
- May require physical activities such as bending, stooping, reaching, twisting and crawling.
- Some exposure to adverse environmental conditions such as dust and/or odors.
- Must be able to move to, and work in, different areas of the library as needed