

Position title: **BRANCH SENIOR ASSISTANT**

Grade Level: 6

General Statement of Duties:

The Senior Assistant provides basic reference, bibliographic instruction, readers' advisory, and circulation-related services to patrons of all ages.

Essential Duties:

Greet patrons in person or on the telephone and assess information needs; respond to requests for basic information or, for complex reference inquiries, refer patron to the Branch Manager or a reference librarian at the main library.

Provide basic readers' advisory services; recommend and locate appropriate materials and formats.

Instruct and assist patrons in the use of the library's online catalog, electronic databases, Internet, printers, and other computer resources.

Instruct and assist patrons in placing holds, accessing their accounts, using the self check-out, and online registration for programs.

Perform full range of circulation processes including registering borrowers and checking out, renewing and/or shelving materials. Accept fines for overdue materials and credit patron accounts.

Troubleshoot customer service issues and negotiate solutions when possible; refer/report unresolved issues to the Branch Manager.

Accurately record statistics for all program/event attendance and other data needed for branch reports.

Sort returned materials and place on carts for reshelving by pages.

As requested by the Branch Manager, plan and deliver programs for a variety of age groups.

In the absence of the Branch Manager, open and/or close the building following established procedures.

Help maintain an attractive and inviting atmosphere throughout the branch.

As assigned by the Branch Manager, participate in projects and community events at both the branch and main facility.

Participate in job-related continuing education activities to maintain awareness of new trends in technology and library services.

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Minimum Qualifications:

Bachelor's degree from an accredited institution

At least one year of prior office and/or customer service experience; library experience preferred

Excellent interpersonal skills and customer service attitude

Excellent verbal and written English communication skills

Competency in the use of word processing and spreadsheet software, conducting basic Internet searches, and navigating web sites

Ability to sort and file alphabetically and numerically

Ability to make decisions in accordance with library policies and procedures

Ability to work cooperatively and positively with a wide variety of patrons and coworkers

Ability to be self-directed and work with minimum supervision once given specific tasks

Physical Demands

Ability to speak and hear the spoken word

Ability to accurately read numbers and letters in both print and on screen

Ability to bend, kneel, stoop and reach to retrieve and/or shelve materials

Ability to lift and carry library materials and manipulate loaded book carts

Ability to frequently move from one area of the building to another to assist patrons, search for materials, etc.

Ability to work a varied schedule including day, evening and weekend hours

