

<u>JOB TITLE:</u>	SUBSTITUTE LIBRARY ASSISTANT
<u>PAY GRADE:</u>	1 (entry level \$12.50 per hour)
<u>POSITION TYPE:</u>	Para-professional
<u>STATUS:</u>	Non-exempt (paid by the hour)
<u>REPORTS TO:</u>	BRANCH MANAGER
<u>LOCATION:</u>	Varies

SUMMARY: The Substitute Library Assistant position provides assistance to the branch on an as-needed basis, typically when there is a short-term staffing shortage. This position is able to support the branch in a variety of duties including delivering consistent quality customer service to the public, handling all types of library materials, shelving, and provides assistance in all areas of public library services. This position requires a basic level of computer literacy. A Substitute Library Assistant is expected to acknowledge, accept, and enforce the Garfield County Public Library District's Code of Conduct, respect library confidentiality laws, and understand the District's mission, vision, and values.

EXAMPLES OF WORK PERFORMED:

- At the customer service desk performs all related tasks and transactions involving patrons and materials including:
 - Searching the Internet and library databases for information
 - Entering new patron records
 - Collecting fines, fees, and other charges
 - Searching for available items and placing holds
 - Checking materials out to patrons and teaching them self-check
 - Communicating via email to GCPLD staff and patrons
 - Understands basic computer functions and programs and ability to assist others (open/close applications; open/close/save files; print/scan documents; use of mouse; ability to type with proficiency)
 - Answers a wide variety of questions in person, by phone, or email
 - Promotes the libraries programs and services to the public
- Assists in opening and closing procedures of the library
- Empties the book return, assists in checking in, and accurately shelves library materials
- Monitors patron activities in the library and handles problems as they occur or alerts person in charge
- Assists with the courier process (materials requested by our patrons and patrons of other libraries)
- Performs housekeeping duties when needed
- May assist with programs and other service areas

- Other duties as assigned

The duties listed are not meant to be all-inclusive, but are merely intended to be illustrative of the nature of the work to be performed by a person in this position.

PREFERRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Provides exceptional customer service, enjoys helping others
- Values others and their contributions, helps others meet goals
- Curious, inquisitive, and open to learning
- Adaptable, flexible, and open to new ideas
- Takes initiative in tackling problems and can work independently
- Interested in books, media, technology, and reading
- Assumes responsibility for actions

ESSENTIAL FUNCTIONS:

- Communicates in English with staff and patrons (write, read, comprehend, and speak)
- Proficient computer skills including MS Office, G-Suite, Internet, and email
- Arrives at scheduled time and ready to work
- Lifts up to 30 pounds
- Pushes and/or pulls carts loaded with over 80 pounds of library materials
- Grasps book up to 10 pounds and place on shelf above the head, below the knees or anywhere in between
- Engages in repetitive hand movements
- Ability to sit at a desk for extended periods of time
- Tolerates dust, mold, etc. that may have accumulated on books
- Capable of keyboarding and working with computers
- Engages in bending, stooping, kneeling, sitting, walking, standing for long periods, twisting, climbing, and any other necessary movements of shelving library materials and customer service
- Ability to attend meetings and conferences as assigned both in district and out of the district
- Ability to work in an environment with fluorescent lights

ENVIRONMENTAL/WORKING CONDITIONS:

- Inside work environment
- Requires face to face interaction with other staff and the public
- Schedule may include days, evenings, and weekend hours depending on the needs of the branch

- Ability to work at multiple locations preferred

EQUIPMENT USED:

Book carts (for transporting materials to proper areas for shelving), computers, tablets, and most business/library machines and equipment necessary to perform tasks.

EDUCATION AND EXPERIENCE:

- High school diploma or GED required
- One year of computer-related experience or coursework is required
- One year of customer service or general office experience is required
- Previous library experience preferred
- Ability to speak, read and write in Spanish is desirable

All employees acknowledge and accept GCPLD's Code of Conduct, respect the State of Colorado's confidentiality laws, and support our mission. Garfield County Public Library District is an equal opportunity employer.