



TITLE: Branch Assistant
GRADE: 3
FLSA: Part time (25 hours)
DATE: 9/29/2022
REPORTS TO: Branch Manager

Job Summary: Attends to customer questions and requests and inquiries in person, over the phone or online; provide information regarding all library materials in addition to computers. Process library materials in and out of the library including Inter-Library Loan; maintain collection of materials; assist with coordinating special community programming; assist with developing and distributing informational and public relations material; performs other duties as assigned. Possibility of working between branches as needed. (Centre – Pittsville – Sarbanes Branches)

Essential Functions:

1. Assist customers with answering questions and assisting with requests.
2. Maintain a professional, friendly and welcoming library environment.
3. Assists with collection development, shelf reading and weeding.
4. Develops and distributes marketing and informational materials.
5. Checks materials in and out.
6. Fulfill customer hold requests, process library card registrations, identify overdue materials, and collect appropriate fines.
7. Assists at circulation desk as needed.
8. Reserve and assigns computers to customers and teach basic computer skills.
9. Assist with creating and administering library programs and events for customers.
10. Records daily library statistics.
11. Answer phone and perform clerical duties as needed.
12. Performs other duties as assigned.

Required Knowledge, Skills, and Abilities:

1. Preferred knowledge of established library and reference practices and procedures;
2. Ability to multi-task and provide excellent customer service;
3. Ability to complete tasks in an efficient and timely manner;
4. Strong communication, interpersonal skills, decision-making and problem-solving skills;
5. Ability to operate relevant computer systems including hardware and software, such as Microsoft Word, Excel, Circulation Systems, electronic databases, e-mail and internet navigation in addition to other office equipment and security systems.

Education and Experience:

1. High School Diploma/GED
2. Six months to one year of experience in customer service;
3. Or equivalent combination of technical training, and related experience.

Physical and Environmental Conditions:

Position based at a branch, may work without a supervisor on site; requires travel between branch and Downtown Library; requires some evening and weekend hours; ability to lift @ 20 pounds (moving monitors and computer equipment)

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.