



City of Casa Grande

Library Assistant

GENERAL PURPOSE: Under close supervision, provides a variety of customer services to City Library patrons and assists public with utilizing available resources; promotes the Library and its services to meet the needs of the community.

PRIMARY DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Assists patrons, processes book requests, researches databases to determine availability of items, checks library materials in and out, and creates new patron records.
- Assists patrons in the use of Library computers and specialized software; collects fines, enforces usage rules and provides account status information.
- Provides information and interpretation concerning library services, policies and procedures.
- Checks in and organizes library books and other materials; maintains the neat and orderly appearance of the Library as required. Calculates and bills patrons for appropriate fees.
- Provides reference service, answers phone, and helps patrons locate research materials.
- Operates library bookmobile as required. Operates courier service between library branches.
- Processes interlibrary loan requests and reserve holds on items requested by patrons; enters information into automated circulation system; advises patrons on status of requests.
- Logs in and archives magazines, periodicals and newspapers, and prepares them according to policies.
- Maintains records, archives and files; gathers and compiles data for ongoing library records and produces statistical reports.
- Performs other duties as assigned or required.

SUPERVISION EXERCISED: None.

JOB DESCRIPTION
LibraryAssistant.doc

MINIMUM QUALIFICATIONS:

Education and Experience:

High School diploma or GED equivalent, and one (1) year of customer service experience.

Necessary Knowledge, Skills and Abilities:

- Knowledge of City policies and procedures.
- Knowledge of standard library practices and procedures.
- Knowledge of the principles of record keeping and records management.

- Skill in providing effective customer service with tact and courtesy.
- Skill in establishing and maintaining cooperative working relationships with employees and the general public.
- Skill in operating a personal computer utilizing a variety of business software.
- Skill in following and effectively communicating verbal and written instructions.
- Ability to manage and balance cash drawer.

Special Requirements: None.

Physical Demands / Work Environment: Work is performed in a Public Library. Must be able to maneuver books carts and lift or move objects up to 50 pounds.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as needed.