

Job Description: Library Helper

OVERVIEW

A Library Helper performs professional library functions requiring general knowledge in all areas of public library services. This position focuses on day-to-day tasks performed according to clearly-defined procedures. A Library Helper acknowledges and accepts the Library's Code of Service, upholds Montana's confidentiality laws and maintains the integrity of the Lewistown Public Library.

This is a seasonal, "non-exempt" position. The Library typically has a non-traditional work schedule and hours may include evening and weekend hours as part of the workweek.

JOB DUTIES

Position description

- Performs routine tasks according to set procedures. These may include but are not limited to shelving, processing, mending, sending notices to patrons, developing promotional materials as directed, managing card information, and book-washing.
- May assist with or substitute for set programming and provide basic instruction to others as requested.

Examples of specific job duties

- Helps with special programming for Summer Reading Program.
- Helps patrons find and use print, digital, and online resources.
- Collects data, compiles reports, and develops promotional materials and displays.
- Assists with library programming and outreach.
- Maintains and manages equipment and technology (e.g. copiers, printers, AV systems, computers, microfilm).
- Handles payments and patron bills.
- Enforces library rules for the protection of library patrons and property.
- Helps clean and maintain the library and materials (e.g. snow removal, book washing, shelving, and weeding).
- Processes, repairs, and de-processes library materials.
- Creates and manages patron accounts.
- May provide basic instruction to new staff members or volunteers.
- Participates in continuing education programs related to library services and technology and pursues Montana Library Certification as requested.
- Other duties as assigned.

SUPERVISION

Under general supervision of the Library Director or Director's designee.

RESPONSIBILITY FOR WORK OF OTHERS

None.

KNOWLEDGE, SKILLS AND ABILITIES

High School diploma or GED preferred. Knowledge of electronic resources and other information technology sources to meet typical library needs is desirable. A desire to work with the public of all ages in providing excellent customer service is essential.

Must have basic skills in operating personal computers including word processing, spreadsheets, and electronic software. A basic knowledge and skill in typical office procedures is desirable.

The position requires a commitment to customer service excellence; the ability to see the big picture of the Library; the ability to work well with others in a team; the ability to provide leadership and plan, prioritize and focus on what is critical; commitment to lifelong learning; recognition of the value of professional development and networking; and the ability to remain flexible and positive in a time of continuing change.

WORKING CONDITIONS AND PHYSICAL DEMANDS

Physical requirements include ability to move around the facility, walk, sit, bend, climb, kneel, stoop, carry and stoop; use hand and finger motion with enough manual dexterity to use computers and handle library items; lift up to 25#, or greater with assistance; perform other efforts as identified with normal library work; have the ability to communicate with patrons effectively; speak with clarity and listen to patrons accurately; typing ability and computer skills are essential.