Position Description

Classification: Library Aide
Department: Library Department
Reports to: Library Director
FLSA Classification: Hourly, Non-Exempt
Date of last revision: February 14, 2020

Position Summary
This position assists and communicates with patrons to provide high-quality customer service to library patrons and the public.

Essential Duties and Responsibilities

**Patron Customer Service**
- Answer phone and greets patrons in a manner promoting good customer service
- Utilizing the SELCO automation system, provide check-in and check-out of library materials, reserve materials, assess and collect fines, register new patrons, update status of materials
- Shelve books and materials
- Assist patrons with questions, in locating items, and with technology issues, photocopying, faxing, scanning
- Oversee supply of all circulation forms, flyers, handouts, calendars, etc.
- Reserve books for all library Book Clubs
- Scan all ILL arriving materials; notify patrons upon arrival of requests
- Assist with circulation of laptops and Chromebooks
- Develop and maintain a working knowledge of the Library Board and all City and Department procedures to facilitate compliance
- Develop respectful and cooperative relationships with co-workers, the public and outside vendors which help establish and maintain Kasson’s reputation as a well-managed Library and City.
- Deal directly with patrons and residents to provide information in response to inquiries, concerns or requests about library and city services in a respectful and helpful way to establish and maintain Kasson’s reputation as providing high-level customer satisfaction.

**Summer Reading Program**
- Assist with registration of Summer Reading Program participants
- Assist with Summer Reading Program in other ways as assigned;
- Assist in occasional after-hours library events (such as Summer Reading Program).

**Assist Library Director**
- Attend weekly staff meetings
- Perform other job-related duties as assigned or apparent
- Assist with Circulation reports
- Confers regularly with the Library Director to decide the timing and priority of work to be done; keeps the Director informed of all important matters and contributes to the overall mission of the Library.

Provides excellent customer service and high-quality service levels
- Other duties as assigned or apparent;
- Must be able to work independently;
Develops and maintains a good working knowledge of all City and department policies and procedures to help facilitate compliance with such policies and procedures by all assigned personnel;  
Develops respectful and cooperative relationships with colleagues, the public and outside vendors to help establish and maintain Kasson’s reputation as a well-maintained City;  
Deal directly with customers and residents to provide information in response to inquiries, concerns or requests about City services in a respectful and helpful way to establish and maintain Kasson’s reputation as providing high-level of customer satisfaction.

While these areas are the primary focus of the position, we believe strongly in teamwork and employees will be called upon to perform a variety of duties as part of their role with the Library and City. It is expected that this position be fully-qualified and meet performance expectations. Individuals must be able to perform every essential function. Reasonable accommodations may be made to enable individuals with disabilities to perform all essential functions established for this position.

## Qualifications

### Education:
High School Diploma or GED with some computer training or any equivalent combination of education, training and experience which provides the requisite knowledge and abilities for this position.

### Requirements:
- Must obtain and maintain a valid MN Driver’s License;  
- Ability to adapt to situations involving the interpretations of feelings, ideas or facts in terms of personal viewpoint;  
- Must be able to troubleshoot problems at the circulation desk;  
- Ability to adapt to influence people about opinions, attitudes or judgments;  
- Ability to adapt to perform repetitive work;  
- Ability to adapt to perform under stress when confronted with crisis or emergency;  
- Must have the ability to work cooperatively with a variety of people;  
- Must have the ability to establish and maintain effective working relationships with library patrons and the general public.

### Physical Demands and Working Conditions
- This work requires the regular exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds;  
- This work regularly requires standing, speaking or hearing and using hands to finger, handle or feel; also required is frequent walking, sitting, reaching with hands and arms, repetitive motions and occasionally requires climbing or balancing; stooping, kneeling, crawling or crouching, pushing or pulling and lifting; work requires close vision and distance vision;  
- Must have the ability to adjust focus, depth perception, color perception and peripheral vision;  
- Vocal communication is required for expressing or exchanging ideas by means of the spoken work and conveying detailed or important instructions to others accurately, loudly or quickly; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make distinctions in sound.

### Equipment Utilized

Regularly work inside and sedentary only 50% of time.
• Regular use of office equipment, telephone, computer, Microsoft and other necessary software programs, copier, scanner, fax.