

Library Assistant I (Full-time and Part-time positions available)

St. John the Baptist Parish Library

Libraries in LaPlace, Reserve, Garyville, and Edgard, LA

Grade 3: \$15.70-\$16.33 hourly

Under the supervision of the Branch Supervisor, the Library Assistant I provides front-line service to the public and must be prepared for the variety of demands and personalities encountered. Library Assistants perform a wide range of clerical and public service duties and contribute to the efficient daily operations of the library, working any hours that the library is open, including evenings and weekends.

General Job Duties:

- Provide customer service to patrons in person, by telephone, and email
- Explain library policies and services to all patrons
- Register borrowers and maintain patron records
- Resolve issues with accounts
- Check items in and out utilizing the library's catalog software
- Monitor condition of returned items and assess and communicate problems to customers
- Assist customers with using the copier/scanner/fax machines
- Assist patrons with computers (library catalog, internet, word processing and MS Office Suite)
- Utilize library resources online and in print to answer patron questions under supervision of the Branch Supervisor
- Collect money for fines and fees
- Prepare the library building and equipment for opening and closing
- Accurately sort and shelf books and other materials using the Dewey Decimal System
- Contribute to the creative and varied programs and events presented by the library for all ages of library users, including: craft/art projects, entertainment, teaching, and demonstrating.
- Contribute to the welcoming, informative, and attractive environment of the library (displays, bulletin boards, exhibits, decorations)
- Perform basic housekeeping in maintaining a clean and orderly branch
- Follow the policies and procedures put forth in the Library policy and procedure manual
- Maintain the confidentiality of library operations and business of the library, staff, and patrons
- Work cooperatively and in professional harmony with coworkers, supervisors, administration, and the community
- All other duties as assigned

Required Skills and Abilities:

- Computer skills utilizing the internet, word processing, data entry, and other software
- Respectful and kind attitude when working with a diverse public
- Creativity in designing displays and exhibits
- Excellent written and oral communication skills
- Comfortable using technical devices such as cell phones, tablets, laptops
- Can stand for periods of time, bend, reach, stoop, lift, and perform other tasks in a physically demanding environment
- Ability to work calmly in pressure situations such as emotionally charged customers and handling complaints, meeting deadlines, and juggling multiple activities and requests for assistance
- Interpersonal skills- engage patrons and encourage participation in and promotion of library programs and activities
- Adaptability- Ability to adapt to unexpected change

Ideal candidate will excel in the following five (5) Core Professional Attributes that contribute to the success of the St. John Parish Public Library.

Accountability – Making a commitment to the organization, meeting obligations, adhering to policy and accepting responsibility, demonstrating personal integrity, earning trust, modeling ethical behavior, and understanding perceptions of behavior.

Communication – Expressing ideas, listening for understanding, giving feedback, and facilitating open communication.

Customer Service – Meeting customer expectations, providing proactive service, resolving customer concerns, managing customer expectations, and following up to ensure satisfaction.

Initiative – Identifying what needs to be done, taking action, adding value, and participating in change.

Teamwork – Contributing to the team, working cooperatively toward shared goals, resolving conflict, building team capability, and celebrating success.

Minimum Qualifications:

- 1. High School Diploma or equivalent plus at least one year of college or post-secondary education**
- 2. Clerical skills including keyboarding skills**
- 3. Ability to understand basic routines of library operations**
- 4. Experience in the use of office machines and computers**
- 5. Valid Driver's License, reliable transport to work, and ability to travel between branches**
- 6. Ability to lift 30 pounds**

Supplemental Information:

Physical Activities

N = Never; R = Rarely (Less than 25%); O = Often (25% - 75%); A = Always (More than 75%)

Standing	O	Sitting	O
Walking	O	Bending	R
Stooping	R	Kneeling	R
Crawling	R	Climbing	R
Typing	O	Grasping	O
Talking	A	Hearing	A
Repetitive motions of hands/wrists	O	Handing	O
Repetitive motions of feet	O	Reaching	O

Average number of pounds through a normal day that are pushed, pulled, etc. and the distance over which the weight is moved:

Activity	Average Number of Pounds	Distance Weight is Moved
Pushing	50	200 ft
Pulling	30	200 ft
Lifting	30	200 ft
Carrying	30	200 ft

Examples of physical activities required in this position:

Standing, kneeling, reaching, and bending while shelving; pushing and pulling book trucks; standing while assisting customers; using stepstools to reach bulletin boards and higher shelves. Speaking on the telephone. Sitting at workstation and typing on computer.

Possible Hazards (chemicals, dangerous machinery, etc.)

None known.

Interested applicants, please submit a cover letter, resume, and application found at the following <https://stjohnlib.com/wp-content/uploads/2020/08/St.-John-Library-Employment-Application.pdf> to Amy Riche', Assistant Library Director, @ ariche@stjohnlib.com. This advertisement closes Monday, November 2, at 5pm. However, applications will be considered as received.

Equal Opportunity/Affirmative Action Employer/Women/Minorities/Veterans/Disabilities

