
GARRETT PUBLIC LIBRARY

CORE PRINCIPLES

- I. Library staff will strive to be **user focused**
 - By serving users first above all other assignments.
 - By interacting with users in a polite and professional manner.
 - By seeking to “go the extra mile.”
 - By serving with genuineness, eagerness, and enthusiasm.
- II. Library staff will strive to provide **access**
 - By encouraging the use of library materials, services, and facilities.
 - By not passing judgment on users based on their information requests.
 - By serving all users equally and valuing their diversity.
 - By seeking to remove barriers to access whenever possible.
- III. Library staff will strive to demonstrate **professionalism**
 - By communicating professionally in person, email, on the phone, in writing, and with behavior.
 - By meeting the requirements of the dress code and presenting a professional appearance.
 - By maintaining positive relationships with users and staff.
 - By avoiding and discouraging negativity and gossip.
- IV. Library staff will strive to better themselves through **learning**
 - By treating every situation as an opportunity for learning.
 - By understanding and applying current developments in their relevant fields.
 - By actively sharing their knowledge with others.
 - By actively seeking opportunities for professional development.
- V. Library staff will strive to **problem solve**
 - By anticipating and identifying problems.
 - By using logic and sound judgement to solve problems and make decisions.
 - By making appropriate decisions without consulting their supervisor.
 - By adjusting for unexpected interruptions and obstacles and completing work in a timely manner.
- VI. Library staff will strive to participate in **process improvement**
 - By regularly examining their own work process.
 - By participating in organizational process improvement efforts.
 - By seeking creative solutions to enhance work performance.
 - By recognizing and suggesting solutions to workflow problems.
- VII. Library staff will strive to demonstrate commitment to the library through their **attendance**
 - By regularly being on time for scheduled shifts and not leaving work early.
 - By observing the time limits of break and meal periods.
 - By respecting the leave policies.
 - By regularly filling open shifts when needed.
- VIII. Library staff will strive to demonstrate **organizational skills** and remain **productive**
 - By planning, delegating, and prioritizing work effectively.
 - By following through with commitments and completing assignments in a timely manner.
 - By producing quality work in a satisfactory quantity.
 - By using resources, including time and materials, in a cost-effective and efficient way.

IX. Library staff will strive to **communicate**

- By listening and following instructions.
- By articulating ideas clearly.
- By demonstrating electronic, written, oral, and public interaction communication skills required for their job.
- By sharing information and keeping others informed.

X. Library staff will strive in general

- To understand the basic tasks and responsibilities pertinent to their job.
- To demonstrate the necessary expertise and knowledge.
- To maintain the continuing education and certification requirements for their position.
- To seek opportunities to improve their skills.

JOB TITLE

Library Assistant

POSITION DESCRIPTION

The Youth Services Library Assistant, under the supervision of the Youth Services Manager, works as a team member to encourage, develop, and provide service to our patrons, with a focus on our youth patrons.

PRIMARY OBJECTIVE

The Youth Services Library Assistant primarily works to better serve youth patrons by providing direct patron service at the circulation desk.

MAJOR JOB DUTIES

The Youth Services Library Assistant duties can include but are not limited to

- Upholding the Garrett Public Library Core Principles.
- Working as a member of the Youth Services team to assist with developing library services and procedures.
- Providing basic circulation, reference, and reader's advisory services.
- Assisting patrons with the use of library technology.
- Occasionally being assigned special projects.
- Performing other work as required.

JOB REQUIREMENTS

- Proficiency with fundamental computer processes is required.
- Ability to handle and count money is required.
- Ability to excel as a productive and cooperative team member is required.
- Ability to communicate effectively, especially verbally, is required.
- Ability to model a positive attitude and excellent interpersonal skills are required.
- Ability to develop and maintain positive relationships with patrons and the fellow staff is required.
- Ability to handle a large variety of tasks is required.
- Ability to handle high volumes of work is required.

EDUCATION AND EXPERIENCE

- A high school diploma or equivalent is required.
- Experience in customer service preferred.
- Experience in a library setting preferred.
- Experience working with youth is preferred.

PHYSICAL DEMANDS

While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is also sometimes required to perform repetitive hand work for extended periods of time, and to lift a moderate amount of weight.

The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch, or crawl. The vision abilities required to perform this job includes close and distant vision. The employee is also asked to sometimes engage in low to moderate amounts of physical activity.

WORK ENVIRONMENT

While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and vehicles. The noise level in the work environment is usually quiet to moderate. The passage of employees through the work area is average and normal.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. This job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.