



JOB TITLE: Member Services Assistant
DEPARTMENT: Member Services
FLSA STATUS: Non-exempt
REPORTS TO: Member Services Manager
PAY GRADE: 4
SUPERVISES: None

JOB SUMMARY

Ensure the library's collections are orderly and accessible by shelving items in their proper locations and sequence, shelf-reading and general straightening of shelves. Check in library items, process items received from delivery and place items in transit to other libraries.

ESSENTIAL FUNCTIONS OF THE JOB

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this job description.

1. Shelf library materials in proper location and order according to the library's classification systems.
2. Maintain order of materials by regularly checking and reading shelves.
3. Retrieve materials from book drops.
4. Inspect and check in materials. Process holds and place items in transit.
5. Sort material onto carts to prepare for shelving.
6. Record receipt of newspapers, stamp for identification and place on shelves. Report missing issues. Remove and discard back issues.
7. Run reports and retrieve materials from printed lists.
8. Perform shelf check for missing materials.
9. Identify damaged and incomplete materials then route to appropriate person.
10. Use technology and equipment (software applications, computers, internet, email) to effectively and efficiently perform essential job functions. Perform basic troubleshooting.

OTHER RESPONSIBILITIES

1. Perform inventory of library materials.
2. Inspect and clean items and bookshelves.
3. Perform opening and closing procedures as assigned.
4. Collect un-shelved materials from public services areas.
5. Use general knowledge of library departments and services to refer library users to appropriate person.
6. Other duties as assigned.

EDUCATION AND EXPERIENCE REQUIRED

1. High School Diploma or G.E.D.

In lieu of above:

1. Minimum two years experience in equivalent position at a public, school or academic library.

OTHER QUALIFICATIONS DESIRED

1. Ability to sort and shelve materials in alphabetical and numerical order.
2. Attention to detail and ability to recognize differences in labels and call numbers.
3. Passion for sorting, organizing and straightening.

PHYSICAL DEMANDS / WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions, however, this position includes physically challenging work including moving heavy carts of books, walking and standing for extended periods.

While performing the duties of this job, the employee is frequently required to stand, walk, move, squat, reach and stretch during the work shift. The employee must be able to bend and kneel to reach books on the bottom, floor-level shelf. The employee must be able to reach overhead and/or use step stool to shelve books weighing up to five pounds. The employee must lift 25 pounds. The employee must transport or move up to 200 pounds of library materials from one location to another by pushing or pulling a wheeled book truck or cart. The employee must lift and transport bags or boxes filled with library materials.

The employee works in an active environment and must be able to move frequently and without delay around the Library.

Specific vision abilities required by the job include close vision and the ability to adjust focus. The employee must be able to read spine labels on library materials. The employee must maintain effective visual discrimination and perceptions needed for making observations, communicating with others, reading, writing and operating assigned equipment.

The employee must have good hand/eye coordination for gripping and manipulating materials and objects. A keyboard, mouse and scanner are used for inputting and retrieving computer data.

The majority of work is performed in a normal office environment where there is little or no physical discomfort associated with changes in the weather or discomfort associated with noise. When retrieving the drive-up book return, the employee will be outside for a short period of time in which they may experience heat, cold, wind, rain, snow, etc.

GENERAL PERFORMANCE REQUIREMENTS

In order to perform these duties effectively and in a manner consistent with the Library's commitment to high quality public service, every employee must possess, and will be expected to consistently exhibit, the following qualities and capabilities. Specific examples of behaviors for each competency are available upon request.

- **Teamwork**
Builds good working relationships with staff members across the Library. Shows respect for others and values their contributions. Cooperates with others and works as part of a team to make valuable contributions toward achieving Library goals.
- **Communication**
Communicates clearly, effectively and concisely in both written and verbal forms. Actively listens to others' ideas and perspectives. Communicates with tact and diplomacy, and remains sensitive to the diverse communication styles of others. Presents a positive demeanor through tone and phrasing of messages.
- **Customer Service/Interaction with Others**
Offers friendly, thorough and timely service to a diverse group of internal and external customers, including but not limited to library members, guests and fellow staff. Takes time to fully explore customers' needs and tailors a response for each situation. Shares information openly to increase others' knowledge and ultimately improve the customers' experience.
- **Job Knowledge & Application**
Applies knowledge to accomplish the primary responsibilities of the position and achieve results within established procedures, policies and timeframes. Maintains quality and performance standards in all situations, and accepts responsibility and accountability for all tasks performed. Utilizes resources (time, equipment, budget, etc.) to maximize efficiency and productivity.
- **Flexibility/Adaptability**
Modifies behaviors and work methods in response to new information, changing conditions or unexpected obstacles. Responds to and handles unexpected and/or difficult situations calmly and appropriately. Accepts, adapts to and encourages change as necessary.
- **Image/Integrity**
Ensures all interactions are conducted with genuine honesty, dignity, and openness. Demonstrates behaviors that reflect positively on the Library and uphold the Library values and image. Exhibits energy and enthusiasm for the job and the organization.
- **Problem Solving & Decision Making**
Recognizes and fully identifies problems. Gathers and analyzes data, evaluates a variety of options and determines the best course of action. When appropriate, obtains necessary approvals, implements and then ensures effectiveness of decisions.
- **Innovation**
Generates new ideas and solutions. Challenges the status quo. Actively pursues new or improved ways of accomplishing tasks or supporting Library objectives. Stays abreast of trends, remains open to new ideas and focuses on continuous improvement.
- **Planning and Organizing**
Understands needs, establishes priorities and appropriately utilizes resources (time, technology, budgets) to proactively develop work plans. Monitors and adjusts ongoing plans to implement projects correctly and ensures they are completed in an effective and efficient manner.

- **Self Development**
Pursues additional knowledge and skills to enhance personal growth and contribute to the success of the organization. Seeks opportunities for learning new areas and participates in new projects to keep skills current and broaden knowledge.