



LIBRARY PROGRAM ASSISTANT

DESCRIPTION

Under general supervision will provide customer service and assist with Programming and Outreach as needed.

SUPERVISION RECEIVED

Works under the immediate supervision of a Library Program Manager

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

To perform this job successfully, an employee must be able to satisfactorily perform each essential work task listed below.

- Represents the library at indoor and outdoor programs and activities throughout Woodland, such as pop-up and outreach events.
- Provides customer help and library services in the Library.
- Helps library users find and check out library material.
- Teaches patrons how to use library technology and access the library's resources.
- Monitors public areas and library user behavior and takes steps necessary to ensure and maintain safety and an appropriate environment.
- Under direction supports programs and activities for diverse ages groups, to encourage reading and stimulate use of the Library.
- Assists in Bookmobile Services.
- Opens and closes department according to Library procedures and library schedule.

KNOWLEDGE, SKILLS AND ABILITIES

- Some knowledge of library clerical procedures and practices.
- Good knowledge of clerical practices.
- Good knowledge of the English language.
- Some skill in typing and the ability to do data entry using a computer terminal.
- Good ability to understand and follow written and oral instructions.
- Good ability to pay attention to detail.
- Good ability to establish and maintain effective working relationships with superiors, associates and the general public.
- Must possess excellent customer service skills and the ability to work courteously and tactfully at a busy library.
- Flexibility, creativity and an interest in library work.
- Should be energetic and attentive to detail, with an ability to multitask.

REQUIRED SKILLS, EDUCATION AND TRAINING

High school diploma or GED.

Minimum of one (1) year of experience in library work or related service field.

Minimum of two (2) years customer service experience.

WORKING CONDITIONS

Majority of work is performed in a library environment and the surrounding Woodland community.

Requires some evenings and weekends.

Requires periodic participation and attendance at events and training.