

LIBRARY SUBSTITUTE

SUMMARY

Performs circulation functions and basic clerical activities in support of library services on an on-call basis. Provides basic information about materials, programs and services offered by Mid-Columbia Libraries (MCL).

ESSENTIAL FUNCTIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Assists library customers by checking library materials in and out, issuing library cards, taking payments for lost or damaged materials, updating library customer records, and placing holds. Resolves issues related to customer's circulation record.
2. Provides information in person and on the telephone on policies, procedures, local and system-wide services, programs and materials.
3. Answers directional, informational and ready reference questions; may assist in answering more involved reference questions through redirection or referral to other MCL resources.
4. Empties book drops, arranges checked in items, and shelves library materials.
5. Prepares items for shipment; runs holds report, processes holds and rotating items; receives and disperses shipments.
6. Assists library customers with the use of a variety of equipment including computers, printers, self-checkout machines and eReaders; demonstrates correct use of equipment and assists customers if problems with equipment arise.
7. Assists with signup or registration process for the use of library meeting rooms, computers and other equipment.
8. Monitors condition of equipment; maintains equipment by refilling supplies, cleaning and making minor adjustments; reports major equipment problems to supervisor or manager.
9. Performs opening and closing duties; keeps public area orderly and presentable, returning materials to appropriate locations; turns equipment on and off; prepares meeting rooms or designated areas for special programs. Cleans up room after a program.
10. Attends meetings and participates in various committees.

11. May assist with the presentation of programs.

12. Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

Receives general supervision from assigned management and supervisory staff. May exercise functional and technical supervision over pages and volunteers; may assist in training other employees.

EDUCATION AND EXPERIENCE REQUIRED

1. High School diploma or equivalent.
2. One year of library or general clerical experience with public contact.
3. Or equivalent technical training, education, and/or experience.

COMPETENCIES

1. English usage, spelling, grammar, and punctuation.
2. Basic alphabetical and numeric filing methods.
3. Basic mathematical principles.
4. Principles and procedures of record keeping.
5. Current office methods, equipment, practices and procedures including PC usage and familiarity with Microsoft Word, Excel, emailing systems, and web-based searching.

Skill in:

1. Typing, word processing, or entering data at a speed and accuracy level necessary for successful job performance.
2. Developing and maintaining good working relationships.
3. Listening to, understanding and interpreting information received from library customers and library employees.

Ability to:

1. Gain thorough knowledge of MCL's policies, procedures and programs.
2. Represent MCL in a positive, responsive manner to the public, volunteers, and supporters.
3. Learn the principles and practices of basic library work, including the Dewey Decimal System.
4. Learn and master the integrated library system procedures related to circulating materials, handling patron accounts, and other relevant procedures.
5. Establish priorities and organize workload; manage time effectively and remain on task despite interruptions.

6. Maintain tact, courtesy, confidentiality, and strict discretion in dealing with the public.
7. Establish and maintain a pleasant and productive working atmosphere and maintain composure and work under the stress of handling several tasks at one time.
8. Keep all relevant parties informed of all major issues and to recommend changes as appropriate.
9. Work and communicate effectively with diverse staff in numerous locations in order to accomplish library goals and objectives.
10. Operate relevant computer systems, including hardware, software and office machines.
11. Work evenings and weekends.
12. Obtain a valid Washington drivers license.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

1. Normally seated, standing or walking at will.
2. Extended periods of standing may be required when working at a public service desk.
3. Normal physical activity including some bending, pushing, pulling, and lifting and carrying, which may range up to 45 lbs. upon occasion.
4. Keyboarding and working at a computer monitor for extended periods required.
5. Phone usage, reading, speaking, and listening required.
6. Interaction with library customers and other MCL staff member will be necessary to resolve situations or problems.

FLSA & UNION STATUS: Non-Exempt, Non-Union Position

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