



Branch Assistant

<i>Accountable To</i>	Branch Manager
<i>Supervises</i>	Volunteers, in the absence of Branch Manager.
<i>Hours & Benefits</i>	Hourly; part-time; Weekly hours depend on the open hours at the branch for which the employee is hired. Vacation and sick leave.
<i>Status</i>	Non-exempt

Under the direction and review of the Branch Manager the Branch Assistant aids in the robust daily services of the Prairie River Library District Branch in which they work.

Essential Responsibilities

- Provide customer service to patrons, including shelving, checking out materials, and assisting with internet, library catalog, and electronic devices.
- Provide basic reference and computer troubleshooting service.
- Participate in district meetings and professional development activities.
- Assist with daily library tasks.
- Complete special projects as assigned.
- Work at other district locations, as needed.
- Maintains a positive, courteous, and friendly attitude toward all patrons and colleagues.
- Safeguards confidentiality in the workplace for library patrons and staff.
- Understands and follows all policies and procedures of the district.
- Uses the library's automated circulation system accurately and efficiently.
- Enters and maintains accurate patron records in the library's automated system.
- Supervises volunteers in the absence of the Branch Manager.
- Keeps Branch Manager and district staff, informed of concerns that may arise at the branch level.
- Maintain an efficient, consistent, and organized workflow, prioritizing tasks and completing them in a timely manner.
- Prepares and provides accurate timesheets to the Branch Manager.
- Prepares calendars and monthly reports in the absence of the Branch Manager.
- Maintains a clean and orderly workplace and works to make the library an attractive and pleasant environment for patrons.
- Performs other duties as assigned.

Abilities, Skills, and Knowledge

- Proficient in the use of computers and other digital devices.
- Ability to work independently, with attention to detail and accuracy.
- Strong interest in supporting the mission of public libraries
- Ability to think creatively, contribute ideas, and adapt to change
- Excellent communication skills, including reading, writing, and speaking English
- Positive attitude and a courteous and friendly demeanor
- Ability to interact effectively in a fast-paced team environment
- Physical ability to perform library tasks
- Ability to sit, stand, reach, squat, kneel, stoop, and lift up to 25 pounds
- Valid driver's license and reliable transportation.

Experience and Training (Minimum)

- High school diploma or equivalent required.
- 2 years experience in a customer service setting
- Experience with computer software applications, hardware and equipment trouble-shooting, and computer skills instruction.

Experience and Training (Preferred)

- College-level coursework. Degree from an accredited college in information sciences, hospitality or education preferred.
- Knowledge of library materials, methods, and practices.
- Experience working with diverse age groups.
- Experience with the VALNet consortium.

Adopted by the Prairie River Library District Board of Trustees November 2004. Last reviewed and updated September 2023.