



## **Branch Substitute**

**Accountable To** Executive Assistant

**Supervises** Volunteers in the absence of Branch Manager or Branch Assistant.

**Hours & Benefits** On call, hourly, part-time basis as needed.

Under the direction and review of the Executive Assistant, Branch Substitutes perform general circulation and reference tasks in the absence of the Branch Manager.

### ***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 as assigned.
- Perform daily library tasks in the absence of the Branch Manager.
- Complete special projects as assigned.
- Maintains a positive, courteous, and friendly attitude towards 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.
- May supervise volunteers in the absence of the Branch Manager.
- Keeps Branch Manager and Executive Assistant 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 Executive Assistant.
- 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 and Training (Preferred)***

- College-level coursework. Degree from an accredited college in information sciences, hospitality or education preferred.
- Experience with computer software applications, hardware and equipment trouble-shooting, and computer skills instruction.
- 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 in November 2013. Last reviewed and updated September 2023*

