



Library Aide

DEPARTMENT:	Library	SUPERVISOR:	Library Director
CLASSIFICATION:	Non-Exempt	PAYROLL:	Grade E

POSITION SUMMARY: Collaborate in creating a positive library customer service experience with communication, problem solving, and empathy. Perform a variety of duties within the library, cultivating competence in the workplace with a willingness to learn.

ESSENTIAL JOB FUNCTIONS

Any of the following duties and responsibilities may be performed and are not listed in any particular order. These examples are not necessarily performed by all incumbents, however, and do not include all specific essential functions and responsibilities an incumbent may be expected to perform.

- Provide positive customer service experience throughout the library, which includes at the circulation desk, in the stacks, at programs and events, and off-site as needed.
- Contribute to a healthy, welcoming library environment for individuals of all ages, abilities, and backgrounds, respectfully engaging with everyone from young children to the elderly, as well as those with disabilities.
- Support circulation and organization of library materials, answer phone calls and emails, and prepare the library for business operations.
- Provide assistance with programming for children, teens, and adults.
- Create and manage library accounts, including issuing library cards, billing and processing fines or fees, while maintaining confidentiality and supporting patron dignity.
- Process materials for collection and assist with collection development and maintenance.
- Assist with development and distribution of publicity in many formats.
- Help maintain a tidy, visually appealing, and organized library environment.
- Contribute to a positive and productive work environment, collaborating with the library team, volunteers, and community partners.
- Maximize productivity during quiet times and navigate distractions during busier periods.
- Maintain cooperative relationships with City personnel, elected officials, and other agencies.

QUALIFICATIONS

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employees or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION / EXPERIENCE

- Equivalent to a high school education, or any satisfactory combination of experience and training which demonstrates the knowledge, skills, and abilities to perform the above duties.
- Knowledge of how to create a positive customer service experience, including an ability to communicate clearly and effectively, demonstrate problem solving, cultivate competence in the workplace, engage with empathy, and possess a willingness to learn.
- Previous paid or volunteer work and/or experience in a public-facing position, interacting with people of all ages and abilities, is desirable.

CERTIFICATES/LICENSES/REGISTRATIONS

- This position does not require any certificates, licenses, or registrations.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The Library is a busy and dynamic public environment, where staff are expected to prioritize excellent customer service while contributing to a variety of other tasks and projects.
- The noise level in the work area is typical of an active community space, with lots of interruptions, noise, and activity, punctuated by quieter periods.
- Work schedule includes evening and weekend hours.

PHYSICAL ABILITIES

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.

- The position requires mobility, manual dexterity, and coordination throughout the work day.
- The employee is frequently required to stand, bend, kneel, stoop, reach, and manipulate objects. Duties involve preparing programming materials, moving books and other items on a regular basis, and may include moving larger equipment such as tables, chairs, or other items that could weigh up to 40 pounds or more.

SUPERVISION

- Works under the general supervision of the Library Director.
- Supervision is not a typical function assigned to this position. May provide basic training and orientation to volunteers, students, and newly assigned personnel on site policies and practices.

THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.

The City of Stayton is an Equal Opportunity Employer.

REQUIRED SIGNATURES

My signature below is evidence that I have reviewed and concurred that the above detailed job description appropriately describes the work of the position, including essential job functions, physical demands of the position and the minimum education and experience required of the position.

Library Aide

Date

Library Director

Date