

The job description below is not intended to describe, in detail, the multitude of tasks that may be assigned, but rather to give the employee a general sense of the responsibilities and expectations of this position. Bucks County Free Library reserves the right to modify this job description at any time with or without notice.



**Bucks County Free Library
Job Description**

Job Title: Library Aide
Job Classification: Library Aide
Department Name: Branch or Department
Reports To: Library or Department Manager; Asst. Library or Dept. Manager
Date Prepared: August 2016
Approved By: Chief Executive Officer

POSITION SUMMARY: The Library Aide maintains the order of collections throughout the library by shelving, shelf reading, inspecting, sorting, and searching for materials, and assists with the general upkeep of the library. This position involves contact with the public, and the Library Aide greets, directs, and provides basic information to library users. This is a non-bargaining unit FLSA non-exempt position.

MINIMUM EDUCATION AND EXPERIENCE:

- Requires some high school education or training
- No previous experience required
- Must have current driver's license, insurance, and own transportation or ability to travel among many library sites

SCOPE OF RESPONSIBILITY:

- **Staffing Responsibility:** Has no responsibility for the direction of others.
- **Supervision Received:** Work is assigned and performed under direct supervision. Position functions independently on routine work, but questionable cases and situations are referred to immediate supervisor.
- **Customer Satisfaction and Service:** Understands and communicates routine, work-related information and requires normal courtesy and tact in dealing with others.

- **Decision Making Impact:** Productivity or actions affect the work of others in the immediate work group or several customers.
- **Communication Type:** Interaction involves routine information exchange and/or simple service activities requiring common courtesy, e.g. answering questions, directing calls, giving direction in response to simple requests.
- **Communication Level:** Level of contact is primarily with library users, co-workers, and/or supervisors.
- **Complexity:** Work is routine and well defined with clearly stated and detailed rules or procedures. Judgment is exercised on routine matters and guidance is readily available.
- **Budget Responsibility:** Has no responsibility for a budget.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Sorts and shelves library materials for filing according to library classification systems, including clearing the book drop, tables, displays, and special shelving areas.
- Reads shelves to ensure that they are in order. Shifts materials when necessary. Straightens, shifts, and discards old issues of magazines and newspapers. Straightens shelves and display areas and dusts or cleans as needed.
- Retrieves and discards litter from shelving, display, and other public areas.
- Assists in setting up for library programs. Moves furniture. Assists in setting up and removing displays.
- Makes bulk photocopies for distribution. Performs finishing tasks on printed materials, such as folding, counting, collating, and stapling.
- Assists library users with office equipment.
- Answers directional questions of library users in person and by phone. Refers and routes library users to other staff as needed.
- Makes phone calls for reserve items. Pulls books to fulfill patron requests.
- Assures the confidentiality of library use and library user records.
- Assists with resolution of Service Desk problems, such as library user concerns with lost or missing items.
- Assists in library opening and closing procedures.
- Checks materials for damage and mislabeling. Produces and applies special labels or bookplates to library material.
- Searches for claims returned, missing, lost, overdue, or other items and follows up with library users or staff as appropriate.
- Makes minor repairs to library materials, including cleaning as needed.
- Assists with sorting and displaying donated books.
- Maintains the library community bulletin boards and supply of printed materials for public distribution.
- Attends and participates in branch, committee, and system-wide meetings and training.
- Assists with in-house orientation or training of volunteers or other Library Aides.
- As part of a committee or team, participates in countywide planning for library services.
- Maintains the orderliness and safety of individual and shared staff work areas.
- Monitors public areas and library user behavior, and takes steps necessary to ensure safety and an appropriate environment are maintained.
- Assumes other duties and projects as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to consistently arrange things or actions in a certain order or pattern according to a specific rule or set of rules.
- Coordination skills. Ability to adjust actions as needed in relation to others' actions or changing conditions.
- Judgment and decision making skills. Ability to consider and anticipate the relative costs, benefits, and possible consequences of an action.
- Active listening skills, such as giving full attention to what others are saying, taking time to understand key points, asking questions, and listening without unnecessary interruption.
- Time management skills, including the ability to manage the time of others.
- Ability to apply critical thinking skills such as logic and inductive or deductive reasoning to analyze problems, identify alternative solutions, and implement plans in support of goals.
- Social skills. Awareness and understanding of others' reactions.
- Ability to speak clearly and identify and understand the speech of others.
- Ability to clearly communicate information and ideas in writing and speaking in English so that others with differing knowledge, skills, abilities, education, and experience will understand.
- Ability to read and listen to and understand complex information in English.
- Manual dexterity, including the ability to move the hand, the hand together with the arm, or two hands to grasp or manipulate objects.
- Ability to add, subtract, multiply, or divide quickly and correctly.
- Ability to see details at close range (within a few feet of the observer).
- Ability to shift back and forth between two or more activities or sources of information, such as viewing, touching, listening, and speaking.
- Ability to make fast, simple, repeated movements of the fingers, hands and wrists.

COMPETENCIES

Job Knowledge – General: Demonstrates and applies knowledge, skills, and abilities necessary to independently perform essential job functions, including policies, procedures, and strategic plan goals; actively engages in activities to improve performance, such as training and self-directed learning

Productivity – Works independently with minimal supervision; makes decisions and takes action within scope of responsibility; willingly accepts new responsibilities; prioritizes work and meets deadlines; processes and completes work accurately and efficiently

Attendance and Punctuality – Meets attendance standards; very dependable; ready to work at start of shift; notifies supervisor in advance of any unavoidable schedule changes

Work Relationships and Demeanor – Maintains cooperative and productive relationships; acknowledges and accepts feedback, suggestions, or constructive criticism; displays a positive approach and enthusiasm about the library and job responsibilities; actively works to maintain and improve staff morale; is friendly and courteous to library users

Customer Service: Delivers friendly, courteous service; anticipates and meets customer needs and expectations without reference to internal operations or constraints; handles problems with patience and tact; resolves routine problems without referral to a supervisor

PHYSICAL DEMANDS:

Amount of on-the-job time is spent on the following physical activities. Definitions below indicate the frequency of occurrence.

- None – The person does not perform this activity.*
- Occasionally – The person does the activity up to 33% of the time.*
- Frequently – The person does the activity 34% to 66% of the time.*
- Continuously – The person does the activity 67% to 100% of the time.*

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Standing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Walking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sitting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive Hand Motion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reaching/Working Overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Climbing or balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stooping, kneeling, crouching or crawling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Does this job require that weight be lifted or force be exerted? Yes No
 If so, how much and how often? Check the appropriate boxes below.

<u>Activity</u>	<u>None</u>	<u>Occasionally</u>	<u>Frequently</u>	<u>Continuously</u>
Up to 10 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 25 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 50 lbs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 lbs. (force exerted)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>