

**Bucks County Free Library  
Job Description**

**Bargaining Unit:** No

**Job Title:** Library Aide

**Job Classification:** Library Aide

**Department Name:** Branch or Department

**Reports To:** Library Manager/Assistant Library or Department Manager

**FLSA Status:** Non-Exempt

**Date Prepared:** July 2006

**Approved By:** BCFL Board of Directors

**POSITION SUMMARY:** The job's primary purpose or contribution to the department and/or the organization. This is a broad summary.

The Library Aide maintains the order of collections throughout the library or department by shelving, shelf reading, inspecting, sorting, and searching for materials, and assists with the general upkeep of the library or department. This position for branch library aides involves contact with the public, and the Library Aide may greet, direct, and provide basic information to library users. Department Library Aides do not have regular contact with the public.

**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 of Interaction and Level of Contact – 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. Level of contact is primarily with library users, co-workers, and/or supervisors.

## **SCOPE OF RESPONSIBILITY (continued):**

- **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.

## **CORE COMPETENCIES:**

Core competencies are those skills, attributes or abilities which are exhibited by all staff members and contribute to the success of BCFL. The core competencies which support our mission and strategy and which we embrace at BCFL are: Customer Service, Lifelong Learning and Adaptability to Change.

### **Customer Service:**

- Strives to meet the needs of internal and external customers by providing the highest quality services to colleagues and to the community. This is in keeping with BCFL's strategy to welcome our community by providing enthusiastic and effective staff.
- Contributes to a friendly working environment which welcomes and values the customer.
- Earns the trust and respect of internal and external customers by assessing their specific needs, meeting those needs in a timely fashion, and continually providing a positive library experience.
- Proactively anticipates, understands and responds to changing customer needs.
- Provides high-quality services which effectively meet community needs.
- Gathers first-hand customer information and uses it when appropriate to improve the quality of library services.

### **Lifelong Learning:**

- Increases professional and technical competence by pursuing continual learning. This is in keeping with BCFL's strategy as an educational institution to promote our lifelong learning as we encourage and support that of our patrons.
- Identifies areas of growth with supervisor and pursues appropriate learning.
- Actively participates in library-sponsored training programs.
- Keeps current by one or more of the following:
  - Formal education
  - Attending professional meetings or seminars
  - Reading appropriate professional journals, magazines, or resources (on-line and print)
  - Networking with various subject matter experts within the BCFL library system and/or neighboring systems

## **CORE COMPETENCIES (continued):**

### **Adaptability to Change:**

- Welcomes the opportunity for innovation. This is in keeping with BCFL's strategy to offer a virtual presence, current materials, dynamic programs, and innovative and improved services.
- Demonstrates the flexibility to adapt well to a changing environment.
- Demonstrates a willingness to support necessary (or strategic) organizational change.
- Able to produce results in an environment that has multiple, competing demands.
- Shows initiative in seeking solutions to problems.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** The job's essential or most important functions and responsibilities. Includes all aspects of the job, whether performed daily, weekly, monthly, annually, or at irregular intervals.

- 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.
- May make phone calls for reserve items. May assist with holds/request/pull list/ILL.
- Assures the confidentiality of library use and library user records.
- May assist with resolution of Circulation 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.
- May search for claims returned, missing, lost, overdue, or other items and follow up with library users or staff as appropriate.
- Makes minor repairs to library materials, including cleaning as needed.
- May assist with gift books and donations.
- May maintain community bulletin boards or supply of printed materials for public distribution.
- May oversee and delegate work to volunteers.
- Attends and participates in branch, committee, and system-wide meetings and training.
- May assist with in-house orientation or training of volunteers or Library Aides.

**ESSENTIAL DUTIES AND RESPONSIBILITIES (continued):**

- As part of a committee or team, may participate 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.

**SUPERVISORY RESPONSIBILITIES:**

None

**TEAM LEADER RESPONSIBILITIES:**

None

**KNOWLEDGE AND SKILLS:** Representative knowledge, skill or ability required.

- General knowledge of office practices and procedures.
- Ability to compile and record information based on general instructions.
- Ability to gather and give basic information and instructions regarding the operation of the library.
- Positive, enthusiastic, user-oriented approach to public service. Strong customer service orientation.
- Ability to relate well and effectively communicate with library users of all ages, including adults, teens, and children.
- Ability to multitask with interruptions and to effectively manage priorities and meet deadlines.
- Flexibility and ability to adapt in a complex and changing environment.
- Ability to accept delegation and work under general direction with or without close supervision, based on complexity of assignment.
- Works well independently and as a member of a team.
- Accepts responsibility for all assigned tasks and deadlines, is reliable.
- Demonstrates punctuality with a commendable attendance record.
- Ability to communicate effectively, patiently, and courteously with library administration, staff, library users, community members, and library vendors.
- Presents a friendly and professional phone image.
- Ability to comprehend and follow verbal and written instructions and to read and understand policies, procedures, memoranda, and other required internal communication.
- Time management skills.

**KNOWLEDGE AND SKILLS (continued):**

- Willingness to further expertise by additional education and workshops.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to alphabetize correctly and to understand numerical arrangements utilizing the decimal point.
- Must be at least 16 years of age at the time of application. Work permit required for minors.

**EDUCATION AND/OR EXPERIENCE:** Level of education and/or experience needed to successfully accomplish the essential duties.

**EDUCATION:**

- Requires some high school education or training.

**EXPERIENCE:**

- No previous experience required.

**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"/>

**PHYSICAL DEMANDS (continued)**

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 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 25 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 50 pounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Up to 100 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 100 pounds	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>