

**LARAMIE COUNTY LIBRARY SYSTEM
JOB DESCRIPTION**

Job Title	FLSA Status
BRANCH ASSISTANT	NON-EXEMPT
Division	Pay Grade
CIRCULATION & BRANCH SERVICES	21

JOB SUMMARY

The primary responsibility of the person in this position is to serve the public in such a way that the library needs of each individual patron are met. This includes making each patron feel they are special, yet complying with the policies of Laramie County Library System.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Performs public relations for the library. As the first and sometimes only person that a patron may be in contact with, public relations is a very important aspect of this position.
3. Spends appropriate amount of time away from the desk roving using established procedures. Meets patrons at their point of need.
4. Prepares library for opening and closing following established procedures.
5. Follows library policy in an appropriate manner. Uses and operates the computer in all functions that relate to circulation. Knows and follows proper procedures when the system goes down.
6. Issues library cards.
7. Is accurate in data entry when updating library card records.
8. Checks out library materials to patrons.
9. Handles financial transactions, including the collection of overdue fines and accurately records each transaction.
10. Assists patrons with their use of the library including, but not limited to, the online public access catalog, location of materials, reference questions, library equipment, and interlibrary loans.
11. Answers the telephone and responds appropriately.
12. If materials are not available, processes a hold or interlibrary loan as needed.
13. Inspects, checks in and shelves library materials. Separates materials belonging to other facilities; does appropriate paper work and places in appropriate location.
14. Sends and receives fax items for patrons, including contacting recipients of faxes.
15. Assists with, and as directed, organizes and delivers library programs.
16. Processes overdue and Interlibrary Loan/Hold notices, folds and prepares for mailing.
17. Troubleshoots library equipment including photocopier, computers, fax machine, etc.
18. Works closely with Information Technology Services staff to ensure the effective operation and utilization of automated systems used in the branches.
19. Assists with audiovisual rotation of collections and is accurate in following procedures.
20. Is proficient in handling all aspects of the library circulation and catalog computer system. This includes updating patron and item databases, as well as troubleshooting hardware and software.
21. Communicates with the Manager, Circulation & Branch Services and other system staff members as necessary to ensure exceptional public service.

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- 22. Deposits money at the bank and collects mail from the post office.
- 23. Performs other related and necessary duties as assigned.

MINIMUM REQUIREMENTS

- High School graduate; and
- 6 months of relevant experience; or
- The equivalent combination of education and experience.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- Proficiency with a variety of software programs related to library operations including word processing, spreadsheets, internet, scheduling/calendaring/email, and integrated library systems.
- Ability to work with limited supervision with an aptitude for detailed work and proficiency in prioritizing tasks.
- Accurate numerical and alphabetical filing skills.
- Ability to enter data into a computerized database, spreadsheet, document or other system.
- Proficiency in applying good customer service skills.

REPORTING RELATIONSHIPS

Reports to: Manager, Circulation & Branch Services
Supervises: Volunteers

PHYSICAL EFFORT AND WORKING ENVIRONMENT

The essential duties and responsibilities of this job require the employee to move or manipulate equipment, boxes, records, files, and/or stacks of material weighing up to 50 pounds from one location to another.

LATEST REVISED DATE 5/17