

**Northwest Georgia Regional Library  
Calhoun-Gordon County  
Library Assistant**

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**The Library Assistant at NGRL works some weekdays and Saturdays to include some evening hours. This employee is often the first person of contact for all aspects of branch library customer service.**

**Duties**

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**Library Assistant duties include (but are not limited to):**

- Assists with opening or closing routines according to shift assignments; empties book drop
- Electronically charges/discharges books and other materials to library customers via the library online computer system (PINES)
- Distributes and receives books for PINES statewide Interlibrary loan through courier service and PINES online HOLDS processing
- Registers patrons electronically via the library online computer system (PINES), updates and maintains patrons files in database
- Assists patrons in finding resources in the print collection via searching the PINES Library Online Catalog, writing down the Dewey Decimal Call numbers, and locating materials on the shelf.
- Assists patrons in the use of electronic resources, including the PINES online catalog and GALILEO Online Databases
- Assists patrons in the use of photocopier, microform equipment, genealogy room materials
- Assists patrons in the use of public computers, including the Internet and Microsoft Office software (Word, Excel, and PowerPoint)
- Places Holds on library materials for patrons via the PINES system
- Monitors all public areas including rest rooms
- May take on other responsibilities as delegated by the Branch Manager

**QUALIFICATIONS:**

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- Ability to provide excellent customer service with a diverse public
- Skill in meeting and working effectively with the public in a library setting, maintaining appropriate demeanor and pleasant outgoing attitude
- Ability to communicate clearly, answer the phone, record messages and respond appropriately
- Ability to operate PINES automated library system, and electronic reference tools (including GALILEO)
- Working knowledge of Dewey decimal system, general organization of library materials
- Ability to push loaded book trucks up to 100 pounds and carry loaded mail cartons up to 35 pounds

- Ability to stand and be on feet several hours at a shift shelving library materials or assisting patrons
- Ability to meet the schedule of the job
- Ability to use and instruct others using Windows-based software including Microsoft Word, Excel and Power Point; Internet searching; and general computer use to include searching the online catalog of resources

## **Education**

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### **Minimum Qualifications:**

- High School or GED Certificate Required and library and/or computer volunteer or work experience an advantage

### **Preferred Qualifications:**

- Associate Degree and/or library experience
- Bilingual

## **TRAINING, SUPERVISION, AND EVALUATION**

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Training, supervision, and evaluation are provided by the Branch Manager/Assistant Branch Manager. The library assistant must be capable of reasonable maturity and self-direction in performing duties and assuming responsibilities based on assigned tasks.

## **Work Environment**

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The library assistant will generally work indoors. Some of the time is spent at the front desk checking patrons in and out. Some of the time is spent on the library floor pushing the library book truck; shelving library materials; assisting library patrons at the computer terminals with software, Internet, research, the online catalog, and genealogy. Some tasks may require bending, stretching, reaching and possibly lifting boxes up to 35 lbs.