

## Library Substitute

### Position Description:

This flexible, hourly position works under the guidance of other library staff to assist with general library operations on a substitute, on-call basis. Responsibilities include working with library staff and the public, reference assistance, circulation duties, reader's advisory, clerical support, and assisting at programs.

The Library Substitute is an on-call position used to fill in for regular library staff and projects. If the Library Substitute cannot be reached for service, then the Library will call another substitute to assist with library services. The Library Substitute is an "at will" employee, and is subject to applicable library policies and procedures.

### Responsibilities and Expectations:

- Assists patrons in using library services
- Provides coverage at all points of service including public reference, children's and circulation desks
- Assists other staff with in-library and outreach programs as needed
- Has broad knowledge of general library operations including circulation
- Works various shifts as available and as needed
- Does not supervise other employees

### Customer Service

- Provides accurate and consistent access to information, materials, services, and programs to patrons and co-workers in a timely manner and with a good attitude
- Makes accurate referrals to co-workers, supervisor, other community agencies as appropriate
- Interprets policies and procedures to public in a customer-responsive manner
- Relays patron concerns appropriately to staff and/or Director in a timely manner

### Library Operations

- Observes safety policies, health emergency policies and procedures, and other emergency procedures
- Observes library policies and practices
- Identifies problems and reports appropriately to library staff and/or Director
- Operates all office equipment and performs necessary office procedures utilizing copier, answering machine, phones, and others as appropriate
- Operates library equipment including computers, DVD player, projector, screens, and others as appropriate
- Follows all opening and closing procedures when assigned
- Performs variety of duties supporting the overall operation of the Library as assigned

### Professionalism

- Maintains working knowledge of materials collections, services, and programs

- Attends workshops and trainings as appropriate
- Participates in staff development activities as appropriate
- Continually strives to increase job-related skills and knowledge
- Shares professional information with co-workers
- Adheres to library standards for conduct and work performance as well as ALA Code of Ethics and Bill of Rights

#### Teamwork

- Works cooperatively with co-workers, volunteers, and supervisor
- Displays flexibility in working with others
- Effectively communicates with co-workers
- Takes initiative
- Makes suggestions for solutions to problems
- Participates constructively in meetings
- Recognizes co-workers and volunteers for work well done

#### Recommended Minimum Qualifications:

- High school diploma or GED required. Bachelor's degree preferred.
- Two years customer service experience
- Strong communication skills
- Ability to work with the public in a pleasant manner and effectively resolve service issues using independent judgment
- Computer skills ; experience with computer applications in libraries preferred
- Required to pass a background check

#### Preferred Minimum Qualifications

- Successful experience in library public service and with Integrated Library Systems or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities