

Lincoln Parish Library

Job Description

Position

- **User and Information Services Assistant (A2)**
(Full time 40 hours or **Part-time 20-24 hours**)
- **User and Information Services Specialist (A3)** (differences notated with an asterisk*)
(Full time 40 hours)

Responsibilities

- Performs any job duty necessary to provide exceptional library service to all library users.
- Job duties relate to traditional roles of library circulation and research and readers services. These include, but are not limited to:
 - Creates and updates patron records and registrations
 - Processes new and replacement library cards
 - Check-in and check-out library materials
 - Places requests on materials for patrons and calls patrons concerning requests
 - Cleans and inspects AV materials
 - Processes and mails overdue and lost notices
 - Reads and straightens shelves in assigned range
 - Collects overdue fines and other charges from patrons
 - Answers incoming calls, handles patron requests or problems, directs calls to proper departments
 - Checks and empties book drops
 - Shelves library materials
 - Answers reference questions and performs readers' advisory services
 - Instructs and advises patrons in using the online catalog, digital services, and various technologies
 - Monitors and assists patrons using public computers, the Internet, and print management systems
 - Opens and closes the department
 - Performs bibliographic searches and assists patrons in locating materials
 - Performs interlibrary loan duties
 - Assists with library classes and events
 - Conducts tours of the library
 - Occasionally plans and supervises library classes and events, including creating and presenting content, securing necessary supplies, and marketing*
 - May supervise particular activities or perform specific tasks as assigned by head of department or director*

Qualifications (Requirements for application)

- High school diploma or equivalent required.
- College degree required.* (Some college along with relatable work experience may be considered in lieu of degree.)
- Aptitude for library work/willingness to learn library techniques
- Exceptionally skilled in positive customer service
- Able to keep a professional demeanor in stressful situations
- Ability to meet, interact with, and serve people of all ages
- Must be able to hear, comprehend, and respond to patrons of all ages both in person and on telephone
- Willingness to initiate interactions with users
- Ability to operate basic business machinery, especially Microsoft Office products.
- Ability to work a flexible schedule, which includes nights, weekends, and special shifts as needed.
- Must be able to perform duties with prolonged standing and walking
- Ability to bend at the waist, retrieve and shelve materials on low shelves, and lift 20 pounds.

Preferred Qualifications (Assures applicant consideration)

- Hold a Bachelor's degree or have current or past enrollment in higher education
- Library work experience
- Library Science classes* (Some professional library training along with relatable work experience may be considered in lieu of college courses.)
- Demonstrated history of library use
- Knowledge of popular authors, works of literature, and genres.
- Knowledge of popular culture, including movies, current events, and technology trends

Classification/Salary

Assistant (A2)

Starting pay rank L1-6 (\$9.00+), depending on qualifications and experience.

After 6-month successful probation review, employee moves up one pay rank

***Specialist (A3)**

Starting pay rank L6-15, depending on qualifications and experience. After 6-month successful probation review, employee moves up one pay rank