

# 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 shelf 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 (\$9.23+), 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