



Nottoway County Public Library System Library Aide (Substitute)

The Nottoway County Public Library System is seeking a substitute Customer Service Representative with excellent people skills able to work daytime, evening, and weekend hours. The Representative processes library materials in accordance with library procedures; greets, directs and fields questions from patrons; establishes new accounts and handles existing accounts, including collecting and recording monetary transactions. Return your resume and cover letter to the Nottoway County Administrative Offices. This position is open until filled.

Responsibilities

Responsible for assisting with the efficient daily operation of the Library branch. Assists in collection development. May assist with programs. Oversees usage of public access computers, assisting patrons as needed. The Library Aide is under the supervision of the Branch Manager.

Special Requirements

- Ability to work well with the public, communicating effectively and dealing with all patrons tactfully and courteously.
- Willingness to support Library initiatives for reading for pleasure, independent lifelong learning, and the Library as a community center.
- Ability to perform duties and complete tasks requiring adherence to standards of accuracy, timeliness, and confidentiality.
- Ability to work evenings and weekends, as needed.
- Ability to work without supervision.
- Ability and willingness to stay current with trends and new procedures affecting Library services.
- High school diploma or equivalent preferred.
- Bilingual Spanish preferred.

Specific Competencies

- Performs basic functions of e-mail applications.
- Understands, uses and helps others use basic computer hardware and peripherals.
- Understands, uses and helps others use the Internet.
- Develops and maintains effective relationships with others to achieve common goals.
- Applies effective strategies to manage organizational politics, conflict and difficult coworker behaviors.
- Manages the library environment to enhance the user experience.
- Applies customer service skills to enhance the level of user satisfaction.
- Applies effective techniques to address difficult situations with users.

Competencies (cont.)

- Anticipates and adapts to change and challenges effectively.
- Manages the development of one's own learning and ongoing improvement of skills and knowledge.
- Creates a welcoming and user-friendly physical environment that encourages all community members to use library services.
- Assists users with choosing reading, viewing and listening choices.
- Demonstrates ability to meet information-seeking needs of users.
- Understands and performs basic circulation operations.
- Provides informal instruction and assistance to build skills of library users.
- Provides support and assistance to users of the library's public access technology, peripherals, devices and networks.

Additional Duties

- Performs the following daily activities: shelve books correctly and in a timely fashion; maintain neat appearance of books on the shelves; assist Library users with locating and obtaining materials.
- Answers the telephone as needed.
- Reports supply inventory needs to the Branch Manager in a timely fashion.
- Interprets and applies Library policies to specific Library situations.
- Participates in training workshops, conferences, and/or other continuing education opportunities that relate to job duties and/or the improvement of necessary skills.
- Performs other duties as needed or assigned.