

**Position Title:** District Substitute

**Status:** Non-exempt

**Dated:** September 16, 2013

**Organization Mission and Vision:** In the Heart of our Communities: Great Places to Read, Learn and Explore. The Latah County Library District (LCLD) strives to offer great value and service to Latah County residents through excellent library staff, services, collections, and facilities. Our seven libraries, located throughout Latah County, connect county residents to the changing world by providing information and technology. We help create well-informed communities and help make our communities great places to live, learn and work.

**Reports to:** Access Services Manager

**Works with:** District staff, Staff from affiliated libraries, Volunteers

**Works at:** Primarily at the Moscow branch, but work assignments may be at any of the seven branches.

**Serves:** Latah County patrons of all ages and patrons from affiliated libraries, other library staff, management team, and staff at affiliated libraries

**Position purpose:** The primary purpose of this position is to help patrons access library materials primarily at the Moscow branch by checking those materials in and out of the library and by acting as a gateway for patron queries and education.

Secondary purposes of this job include:

- Process materials for distribution to other locations at the library district's distribution center in the Moscow branch
- Help patrons access library materials by returning them to the shelves after they have been used and keeping the materials on the shelves organized.

**Result #1: Help patrons access library materials (both district materials and materials from affiliated libraries) in a cost effective manner by working with the public at the circulation desk.**

Activities:

- Provide excellent customer service both to patrons & co-workers
- Perform routine circulation desk duties while interacting appropriately with patrons of all ages
- Retrieve and process items from book-drop
- Ensure patrons receive readers advisory or reference service by providing these services directly when able or by referring patrons to members of the library's reference staff as needed
- Assist patrons in use of Internet resources and public access catalog, as time permits

**Result #2: Ensure patron access to library materials by keeping library materials shelved following established guidelines.**

Activities:

- Shelf adult "New Books," DVDs, and Audiobooks in a timely manner and in their proper locations
- Shelf read as needed/assigned

- Move materials from behind the circulation desk to the shelving sorting area in a timely manner
- Sort and cart materials in the shelving sorting area as time allows

**Result #3:** Help district and consortium patrons access library materials in a cost effective manner by processing materials and paperwork at the district's distribution center in Moscow.

Activities:

- Route materials from the Moscow circulation desk to other departments, other district libraries, and to other VALNet libraries as needed
- Route materials received daily from VALNet to other district libraries as needed
- Route materials received daily from VALNet to the Moscow circulation desk as needed
- Process unfilled paper requests on new materials for all district libraries
- Maintain patron card files and ensure accuracy of patron information for all district libraries
- Prepare and mail overdue notices for all district libraries; help troubleshoot returned notice for all district libraries

***Result #4: Help patrons, library staff, members of the management team, and volunteers by making the library district a safe, clean, and organized place to work.***

Activities:

- Communicate regularly with supervisor and other staff regarding aspects of library service relevant to their job.
- Work with other members of access services team to keep the departmental procedures up to date.
- Check @latahlibrary.org at least once per work shift
- Attend scheduled staff meetings
- Comply with all safety regulations
- Ensure library facility is maintained in orderly, clean, inviting, and safe manner and alerting supervisor or management team to unsafe, uninviting, unsanitary, or disorderly situations
- Perform duties in accordance with District policy
- Other duties as assigned

### ***Minimum Qualifications***

#### ***Knowledge, Skills, Abilities, & Personal Characteristics***

High school diploma or GED. At least one (1) year of library work or significant volunteer experience or work experience dealing with the public is required. Basic business and computer skills are essential.

Must have valid driver's license and reliable transportation. Willingness to drive to rural communities to assist with library services, if called upon to do so.

Ability to communicate effectively and maintain a positive, courteous and friendly attitude toward colleagues and patrons in a fast paced environment. Ability to interact effectively in a team environment. Ability to prioritize and manage multiple tasks. Ability to: work independently with attention to detail; sit, stand, reach, squat, stoop, and lift up to 25 pounds; read, write, and speak English; and see well enough to read spine labels on top and bottom shelves.

Work schedule may include nights and weekends.

### ***Desirable Qualifications***

#### ***Education & Experience***

Public library experience in circulation department