

## CITY OF IOWA CITY - Job Description

Job Class #9979

FLSA Non Exempt  
Non Civil Service

### Identification

**Position Title:** Hourly Library Aide  
**Job Title:** Library Outreach Page  
**Department:** Community & Access Services  
**Division:** Library  
**Immediate Supervisor:** Community & Access Services Coordinator

### Job Summary

Under general supervision of the Community and Access Services Page Supervisor and Coordinator, inspects, checks in, fine sorts, shelves and pulls Library materials. Maintains the collection. Under immediate supervision, works on the Help Desk, ICPL Bookmobile and at outreach events performing fundamental circulation, clerical, and customer service duties including checking out items, collecting fines, and assisting patrons. Assists with self-check. Serves in other Community and Access Services areas as assigned.

### Essential Job Duties and Responsibilities

**Inspects, checks in, sorts, shelves and pulls** materials for downtown Library, ICPL Bookmobile and outreach programming.

**Maintains** positive visual presentation of the downtown Library, lobby and ICPL Bookmobile.

**Assures** displays are filled and appealing to patrons.

**Works** on the Help Desk, ICPL Bookmobile and at outreach events in the service community.

**Performs** general circulation duties at the Help Desk: **checks out** materials, **collects** fines and **clears** charges.

**Assists** patrons at self-check stations.

**Monitors** email and other Library correspondence to keep abreast of current ICPL operations.

**Attends** regular staff meetings.

**Completes** ongoing training and assigned continued education opportunities.

**Understands** and **implements** established policies and procedures regarding the safety and security of customers and fellow staff members.

**Reports** problem behaviors.

**Presents** the Library and its collections, programs and services in a positive manner and **adheres** to customer service and outreach procedures and guidelines as established by the Library.

**Supports** outreach services to the community in the provision of craft and activity kits, programming assistance and by **pulling** relevant materials upon request.

**Conducts** self in a manner which **promotes** and **supports** diversity and inclusivity in the workplace and community.

**Performs** other duties as assigned.

### **Physical and Environmental Conditions**

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, and use hands to finger, handle or feel. The employee frequently is required to reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl, talk or hear. The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 20 pounds. The position must have the ability to apply up to 50 pounds of force to move or push a book cart. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **Minimum Education, Experience and Certification**

High school diploma or equivalent. Experience working in a library, customer service or related field required. Must pass criminal background check

### **Preferred Education, Experience and Certification**

None.

### **Knowledge, Skills, and Abilities**

Ability to sort and alphabetize library materials. Knowledge of library shelf arrangement. Some knowledge of general library functions and policies. Working knowledge of paging methods and procedures. Ability to read and understand basic instructions. Ability to calculate fines and process cash and credit card transactions. Ability to communicate effectively with the public. Some knowledge of library circulation policies and procedures. Knowledge of general clerical functions and office procedures. Skills in data entry and data retrieval in computer systems. Skills in working with Library's computer software. Strong customer service and community engagement skills.

*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position.*