



Job Title: Library Paraprofessional

Status: Part-Time, Entry Level

Reports to: Library Director

When applying, please submit City of Columbus job application to [director@columbus-texas.net](mailto:director@columbus-texas.net)

Division: Library

Closing Date: Until Filled

Salary / Pay Range: \$12 per hour

#### POSITION OVERVIEW

We are a small, versatile team of friendly, collaborative people who work together to provide excellent customer service and strive to successfully fulfill the needs of our patrons with respect & integrity. We are looking for a candidate who is adaptive and open to learning as well as customer service oriented. This is a part-time position (20 hours per week) and is for morning, afternoon, evening and/or Saturday hours. This person is responsible to perform general library tasks and customer service activities under the supervision of the library manager.

#### ESSENTIAL DUTIES

- Follows all policy and procedures regarding privacy and confidentiality of patron and employee information.
- Create and issue library cards.
- Handle patron concerns with tactfulness and resolve issues with patron library cards.
- Collect fines and fees on patron accounts and notify patrons of overdue items and reserves.
- Answers telephone and provide routine information over phone and through email.
- Circulate materials including check-out, check-in, renewals, holds, and reserves.
- Re-shelve materials in the proper manner.
- Prepare materials for circulation.
- Provide basic repairs to library materials.
- Assist patrons with readers' advisory and the use of other library resources.
- Assists patrons in the operation of photocopiers, scanning, and with computer and software usage.
- Participate in creating displays, exhibits, and programs.
- Assist with special programs as requested.
- Monitors all library areas to ensure compliance with library policies and procedures.
- Maintain the library's physical appearance and follows cleaning practices.
- Must be prepared to work any day of the week including weekends and any hours the library is open.
  - Must be comfortable opening and closing library independently as needed.
  - Other duties as assigned.

#### KNOWLEDGE, SKILLS and ABILITIES

- Ability to work as a team player and stay positive and calm regardless of circumstances.
- Ability to communicate directly and effectively with library patrons and co-workers.
- Ability to work well with adults, teens, & children.

- Ability to perform simple math.
- Ability to pay attention to detail and maintain accuracy and flexibility.
- Ability to learn quickly and adapt to changes.
- Ability to work cooperatively with others and take leadership as required.
- Ability to maintain effective working relationships with co-workers, supervisors and the general public.
- Ability to assist patrons with a wide variety of operating systems, software, & devices.
- Ability to learn and/or perform minor troubleshooting of computers.
- Ability to establish and maintain good working relationships with other City employees, stakeholders, and the public.

#### MINIMUM QUALIFICATIONS (Education and Experience)

- High school diploma, or its equivalent.
- Experience relevant to the duties & responsibilities to the position, including computer literacy.

#### REQUIRED TECHNOLOGY COMPETENCIES (if applicable)

- Must possess skills and knowledge of personal computers, Microsoft Office software
- Must be able to type accurately, use web-based programs & the internet.

#### PREFERRED EXPERIENCE

- Knowledge of the Dewey Decimal System.
- Knowledge of library management systems.
- Previous work in library setting.

#### PRINCIPLES OF POSITIVE CUSTOMER SERVICE

This position requires providing positive customer service. The successful candidate must be able to provide an outstanding customer service to coworkers, vendors, and the public. Promoting friendly, positive working relationships will leave a lasting impression on our residents.

#### DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.