

Job Title: Library Assistant – Circ & Reference Services

Classification: Non-Exempt

Wages: Starts at \$17.20/hour, depending on qualifications

Benefits: L&I, FICA, PFML

Position Type: Part-time up to 100 hours/month, includes evenings and weekends

Supervisor: Branch Operations Manager

Updated: August 14, 2025

Overview

The Library Assistant provides public service duties at the reference desk at the Colfax Branch as well as assists with circulation duties. High-quality customer service is WCL's primary goal and this person strives to deliver courteous, competent, and confidential library service to the residents and visitors of Whitman County.

Essential Functions

- Provide reference and reader's advisory services in person, by telephone, and online.
- Searches reference sources in response to patrons' requests.
- Determines availability of materials by using the online library catalog and databases.
- Participates in the maintenance and updating of the reference collection, both physical and online, through consultation with supervisor and other staff.
- Participates in near-term and long-range planning of reference services.
- Prepares brochures, news releases, and other public relations materials to promote library services.
- Provide support in planning and presenting library programs and outreach activities
- Interacts with other community organizations to enhance reference collection and patron information opportunities.
- Provides technical support and assistance to the public including simple maintenance and basic troubleshooting of: computers, printers, photocopiers, and software applications
- Assumes circulation desk duties as needed including: issuing new library cards, checking in and out materials, renewing materials, placing and picking up holds, and collecting fees.
- Plans work and determines task assignments, priorities, and appropriate deadlines using a logical approach.
- Work with people of all ages, genders, races, nationalities, cultures, and disabilities.
- Attends meetings and trainings, and participates in professional library organizations

Competencies

- *Knowledge of:* computer operations, including Microsoft Office programs; English grammar and spelling; general library processes; basic methods of reference and reader's advisory.
- *Skill in:* the operation of computer programs; using office equipment; organization and attention to detail; providing customer service in a busy and diverse environment.
- *Ability to:* sustain accuracy and work steadily; use logic and reasoning to identify problems and make sound decisions, including situations where only limited information is available; multi-task and respond rapidly and effectively to changing priorities; organize and carry through assigned tasks without direct supervision; communicate effectively, both orally and in writing; work pleasantly and effectively with coworkers and the public through various mediums; maintain composure in stressful situations; follow written and verbal instructions; file and organize alphabetically and numerically.

Supervisory Responsibility

- In the absence of management staff, the Library Assistant assumes responsibility for the proper operation of the library, including supervising shelvees.

Work Environment

- Inside work environment.
- Flexible work hours, including evening and weekend hours.

Physical Demands

- Sitting/standing, walking, climbing, stooping, and standing for long periods of time.
- Bending/twisting, and reaching with ease.
- Talking and hearing; use of a standard telephone.
- Far vision at 20 feet or further; near vision at 20 inches or less.
- Lifting and carrying: up to 50 pounds.
- Handling and shelving library materials.
- Typing, writing, filing, and sorting.
- Pushing and pulling objects weighing 60-80 pounds on wheels.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Travel

- This position is based at the Colfax Branch, but travel to other branches may sometimes be requested.
- Travel time is paid for and a company vehicle is provided. If a personal vehicle is used, mileage is reimbursed.

Required Education

- High school diploma or GED.
- Two years of general office work experience.

Preferred Education

- Work experience in a library setting.
- Work experience including providing customer service and/or working with the public.

Other Duties

- The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.
- The job description is subject to change by the employer as the needs of the employer and requirements of the job change.

Selection Guidelines

- Formal application
- Rating of education and experience
- Oral interview
- Reference Check