

History Center Aide
Bossier Parish Libraries – History Center
20 hours/week

DESCRIPTION: As part of the Bossier Parish Libraries team, the History Center Aide provides direct assistance to the public throughout the History Center. Basic duties include but are not limited to assisting patrons over the phone, in person, by e-mail and standard mail, utilizing various online databases, internet, reference books, serials/periodicals, and online library catalog and assisting patrons using the History Center’s public computers, printers, and scanners.

WORK SCHEDULE:

Tuesday	4:00 p.m. – 8:00 p.m.
Thursday	4:00 p.m. – 8:00 p.m.
Saturday	8:30 a.m. – 5:00 p.m. (½-hour meal break)
Sunday	1:00 p.m. – 5:00 p.m.

You must be able to work the schedule exactly as it is posted. We are unable to alter this schedule to suit applicants. ****NOTE: Our operational hours are currently different due to our phased re-opening during COVID-19, so actual (temporary) work schedule during this time will be discussed with applicants during initial phone interview.**

PAY RANGE: \$9.00 to \$11.00 per hour

QUALIFICATIONS:

1. At least 16 years of age
2. Must have basic computer and research skills
3. Ability to plan, organize, and prioritize work, based on patron demand, in order to accomplish quality work in an effective and efficient manner
4. Good problem-solving skills; ability to think around problems and come up with creative solutions
5. Ability to handle a constantly changing flow of traffic; remain productive during slow times, be able to multitask effectively during busy times, exercise patience and professionalism during stressful situations

For complete job description, please visit <http://www.bossierlibrary.org/job-opportunities>.

TO APPLY:

- Please read the detailed information on completing the application and pre-employment testing on our website at: <http://www.bossierlibrary.org/job-opportunities>.

Complete Employment Application and Pre-Employment Testing at this link: <https://bit.ly/3tpURot>. Incomplete applications and testing will not be accepted.

DEADLINE TO APPLY: This posting will remain open until position is filled.

THE BOSSIER PARISH LIBRARY IS AN EQUAL OPPORTUNITY EMPLOYER. WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY.

HISTORY CENTER AIDE

JOB SUMMARY

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ESSENTIAL JOB FUNCTIONS

1. CUSTOMER SERVICE

- a. Enhance the public's experience both inside and outside of the History Center
- b. Strive to present a welcoming environment for the public
- c. Ability to interact with staff and the public effectively and courteously at all times

2. PUBLIC SERVICES

- a. Assists with History Center users' requests for information and provides search and retrieval of requested information and presents results that are clear and of appropriate scope
- b. Provides courteous and professional user support and customer service to users of the History Center's collection, archives, public access computers, and scanners, including, but not limited to:
 - Assistance with research sites, Library's online databases, and microfilm
 - Assistance with printing
- c. Keeps informed of and promotes History Center events/programs

3. COMMUNICATION AND INTERPERSONAL

- a. Communicates competently with the public from diverse backgrounds
- b. Communicates effectively using both oral and written methods
- c. Develops and maintains positive and respectful relationships with staff and public
- d. Works effectively in teams with strong team building skills

4. OTHER RESPONSIBILITIES

- a. Understands and acts in accordance with the basic values, ethics, policies, and procedures of the library
- b. Pursues professional development and continuing education opportunities
- c. Keeps informed about issues, services, emerging technologies, research and innovations related to libraries and the History Center and relate these ideas, procedures, or projects to the library's mission
- d. Answers the telephone and appropriately relays messages as needed
- e. Tactfully handles issues with disruptive patrons and responds appropriately to situations without direct supervision
- f. Assists with departmental statistic tracking
- g. May assist in performing opening or closing procedures
- h. Participates in staff meetings
- i. Other duties as assigned by manager(s)

5. JOB STANDARDS

- a. Has ability to work from a team approach by building and maintaining effective and professional working relationships with all staff

- b. Models a positive, friendly and cooperative attitude to staff and public
- c. Anticipates and adapts to changes and challenges effectively
- d. Promotes a positive library image in the community
- e. Performs job in keeping with the policies and procedures of the Bossier Parish Police Jury and Bossier Parish Libraries
- f. Reports to work on time in accordance with assigned schedule and maintains a dependable attendance record
- g. Has ability to receive constructive criticism in an effort to improve job performance
- h. Has ability to operate general office equipment
- i. Has ability to lift and move heavy objects, stoop, bend, move books, and sit or stand for prolonged periods of time
- j. Has ability to perform essential job functions with or without accommodations and with minimal supervision

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This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. This person may be requested to perform job-related responsibilities and tasks other than those stated in this job description. It also does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Administrative Use Only	
Title	History Center Aide
Location	Public Services – History Center
Immediate Manager	History Center Manager
Schedule	Varies depending on needs of library (20 hrs./week)
FLSA status	Non-exempt
Last revised	February 2019

I HAVE RECEIVED A COPY OF MY JOB DESCRIPTION AND UNDERSTAND THE ESSENTIAL JOB FUNCTIONS.

PRINTED NAME

SIGNATURE

DATE

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