



Eastern Band of Cherokee Indians

Job Description

Position ID Number:	901442002	Last Revised:	04/24/2018
Position Title:	Library Aide	Department:	Qualla Boundary Public Library
Reports to:	Library Manager	Division:	Community, Education & Recreation Services

Primary Function: Provides clerical and administrative support to the EBCI library operations. Performs supplemental services of genealogy assistance and enrichment activities.

Job Duties and Responsibilities:

- Interact with internal and external clients/ customers in a polite and professional manner.
- Greets library visitors and provides assistance as needed to facilitate their use of library resources, secure information and complete transactions, etc.
- Answers phone and routes calls as needed, assists with making contacts.
- Maintains specified records, files and logs of patrons usage of books, materials, etc., both manual and computer.
- Performs clerical and administrative tasks such as typing and filing.
- Records and checks in all periodicals, shelves daily, and discards as needed.
- Maintains current record of overdue lists and notifies patrons by mail/ phone/ email.
- Responds to requests for information by phone, mail and in person.
- Processes requests for library cards, both new and replacement.
- Maintains count of library visitors/ patrons, meetings held and attendance, research, and genealogy, etc.
- Assists the public with computer and/ or internet access.
- Assists the public in all aspects of library services which include check in/ out, locating resources, genealogy research, etc.
- Maintains list of reserved materials and notifies them when materials are available.
- Plans, coordinates and presents special activities and reading program.
- Creates library calendar.
- Recommends books and materials in support of special activities.
- Assists in the processing of new books and materials.
- Maintains a neat and orderly work area, keeping library materials straight and organized, dusting, removing trash, etc.
- Performs duties according to established safety procedures and tribal policy.
- Performs other duties as requested.

Education /Experience:

- High school Diploma (or GED) is required. Six months in the position would be necessary to become proficient in most phases of the job.
- Must have demonstrated experience (1-3 years)in working in an office environment required.
- Demonstrated computer knowledge and experience (1-3 years) is required.
- Valid NC driver's license is required.

- Job Knowledge:** Must be familiar with the policies, procedures, goals and objectives of the library and its services. Must be familiar with the principles, practices and techniques of modern library systems and operations. Requires the ability to plan, coordinate and present special interest programs and a summer youth reading program. Requires the ability to stimulate interest in reading and other library activities. Must have good communication skills, both written and verbal. Must have the ability to make group presentations such as storytelling, crafts related activities, etc. Must be familiar with the various phases of early childhood development. Requires the ability to establish and maintain effective work relationships with children and the general public. Must have basic clerical and computer skills. Requires the ability to maintain records, files and logs and compile reports in support of library operations. Must be familiar with EBCI culture, heritage, genealogy and interests. Requires skill in the use of library equipment such as typewriter, copier, fax, microfilm reader, TV, VCR, calculator, audiovisual equipment, etc.
- Confidential Data:** Has little information, which would be considered confidential. Must adhere to all applicable tribal confidentiality policies.
- Mental /Visual /Physical Effort:** Level of concentration varies with duties from intense to general. Subject to frequent interruptions, by phone and in person, this requires varied responses and follow through. Must give attention to several activities concurrently. Physical requirements of the job include sitting, mobility, reaching, bending, light lifting, manual dexterity, visual acuity and the ability to talk and hear. Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis.
- Environment:** Works in a normal business office environment, which has frequent visitors and phone, calls creating slightly above average noise levels.
- Responsibility for Accuracy:** Proofing and editing procedures would detect most errors. Failure to properly respond to questions and assist library patrons could have negative results and cause confusion or delays.
- Resourcefulness & Initiative:** Follows well defined procedures and guidelines in job duties. Must use judgment and be resourceful in analyzing situations quickly and responding appropriately. Initiative is required to maintain accuracy and work efficiently.