



Job Description

Position Title	Library Assistant
Department	Library
Reporting To	Assistant Manager, Acquisitions and Public Services
Type of Position	Permanent
Work hours / timings	9:00 a.m. to 5:00 p.m. (may be required to work in shifts)

POSITION DESCRIPTION

The Library Assistant supports daily library operations by providing customer service, maintaining library collections, assisting patrons with inquiries, and helping with administrative tasks. The position is open for people who have a flare for effective customer services and communication skills. The candidate will be the front face of library. The candidate should have a friendly and easy going personality while also being very perceptive, analytical and disciplined. A customer service-oriented approach is essential with a flair of English language written and verbal communication skills. Assist in compiling circulation statistics and reports.

DUTIES AND RESPONSIBILITIES

- ✓ Managing library front / circulation desk operations - Issue, return and renewal of library materials.
- ✓ Responding to library related queries in a courteous manner using face to face interaction, email and online chat.
- ✓ Assist in Compiling Circulation Statistics and reports.
- ✓ Entering data related to library statistics and important records.
- ✓ Facilitating library users to find and locate books on shelves and using online catalog.
- ✓ Managing discipline on the first-floor library.
- ✓ Managing new arrivals display of books and magazines.
- ✓ Answering all incoming calls and redirect them or keep messages.
- ✓ Keep front desk tidy and presentable. Assist in compiling circulation statistics and reports.
- ✓ Willing to work a flexible schedule including evening hours in shifts and weekends (whenever required)
- ✓ Any other responsibilities assigned by the supervisor.

REQUIRED JOB SPECIFICATIONS

Required Qualification	A bachelor's degree in library and information science or Bachelor's degree in any field, with a certificate course in librarianship.
Required Experience	Minimum 1 year experience in customer services and front desk operations.

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)

<i>S#</i>	<i>Competency</i>	<i>Criticality (High / Low / Medium)</i>
1.	Productivity Software including MS- Word and Excel	Medium
2.	Teamwork	High
3.	Adaptability / Flexibility	High
4.	English Language Proficiency	High
5.	Organized and detailed oriented	High
	Interpersonal skills including effective written and verbal communication	Medium
6.	Customer Service Orientation	High

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