

LIBRARY ASSISTANT

Basic Function

As part of a small collaborative staff, the Library Assistant provides friendly customer-service at the Front Desk. The Assistant helps patrons with checkouts, new library cards, and orients patrons to library and network collections and services. The Assistant also checks in returned materials, answers basic reference questions, processes deliveries, and maintains the hold shelves amongst other duties.

The position is approximately 10 hours per week including Saturday hours.

Essential Duties and Responsibilities:

The essential duties and responsibilities listed include the minimum requirements for the position. The position also includes other duties as discussed in the Additional Duties section below.

Staffs the circulation desk, using Evergreen to check out, renew and check in library materials and register new patrons; collects and processes fees for lost materials; processes and sorts returned materials.

Maintains the Hold Shelf and communicates with library users about missing or lost items on their accounts.

Responds to requests for information pertaining to basic library procedures, policies, and services.

Answers the telephone and takes and relays messages.

Instructs library users on library card use and related policies.

Processes and demonstrates how to place hold requests in person, by telephone, or by email.

Prepares basic statistics; troubleshoots equipment and assists with minor maintenance.

Maintains new books collection by transferring books to regular collection, as needed.

Contribute to a mutually supportive teamwork environment within the department, with residents and vendors, and in interactions with all town departments.

Use of all equipment, knowledge and ability to complete all tasks required to professionally perform the municipal Library Assistant position

Additional Duties

The position includes additional duties that are a natural progression from that position's essential duties. The omission of specific statements of duties does not exclude them from the responsibility of the employee in the position if the work is similar, related, or a logical assignment to the position.

Supervision

Works under the direction of the Library Director. The employee functions independently, referring specific problems to the Director when clarification or interpretation of library policy or procedures is required.

Work Environment

Work is performed under typical office and library conditions; work environment is moderately quiet; regular schedule requires evening and weekend work.

The employee operates standard office and library equipment.

Performance of duties requires ongoing contact with the public, and other town departments and employees; contacts are in person, by telephone, fax, e-mail, and in writing.

Errors could result in delay or loss of service or monetary loss.

Essential Qualifications

High school diploma

One year of office or library experience preferred; or an equivalent combination of education and experience

Strong computer skills, experience with Evergreen desirable

Ability to prioritize and work with interruptions and distractions

Willingness to further knowledge of library science at regional library workshops

Well-organized and able to manage time and establish priorities

Ability to work with minimal supervision or alone

High degree of motivation, initiative, flexibility, and resourcefulness

Pleasant personality and demonstrated ability to work effectively with others

Ability to interact in a positive and effective manner and to establish and maintain positive work relationships with supervisors, coworkers, other departments, boards and commissions, the general public and personnel at all levels of authority using principles of good customer service. Must perform all aspects of job responsibilities with honesty and integrity

Position is subject to pre-employment physical and CORI check.

Physical Requirements

Physical Requirements are listed for informational purposes. Applicants may be requested to demonstrate the ability to perform the essential duties of the position during the application process.

Minimal physical effort is required to perform most library duties. The employee is frequently required to stand and walk, speak and hear, use hands and arms to operate equipment, and lift boxes of books weighing up to 30 pounds. Vision requirements include the ability to read routine documents and use a computer.

This job description 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.