

Library Assistant

Definition

Under the direction of a professional librarian and paraprofessional staff, the incumbent performs public service functions as a substitute, temporary or intermittently scheduled library assistant.

Essential Duties and Responsibilities

The essential functions or duties listed below are illustrations of the type of work performed. The omission of specific statements of duties does not exclude them from this position if the work is similar, related or a logical assignment to the position.

Performs a variety of duties working at the Circulation Desk using the automated Circulation module. Follows standard procedures to register patrons for new library cards, check-out and renew materials, check materials in, search the automated catalog and place holds. Verifies and updates information on patron accounts. Accepts payment for late fines and replacement of lost materials. Responsible for the accuracy of the local portion of the shared patron database. Ensures transactions are performed in compliance with policies and procedures. Resolves minor problems independently and refers situations required deviations from accepted practice or procedures to higher-level personnel for resolution.

Provides information on library operations, services and programs to the public. Responds to questions from the public in person, by phone and email. Understands Library policies and procedures and explains them to the public with tact and diplomacy. Assists patrons to locate materials in the Library and provides basic reader's advisory services. Refers questions requiring more in-depth response to the appropriate staff member. When unable to provide immediate assistance, obtains pertinent information from the patron so that permanent staff members can follow-up and respond to the patron's request. Provides demonstrations and assists patrons with use of the online catalog and self check-out stations. Assists computer users with routine difficulties.

Assists with opening and closing duties such as building security checks, and turning HVAC, alarms, and elevators on and off. Performs stack maintenance functions, shelf-reading and shifting materials. Shelves materials, empties the book drop, sets up displays and arranges tables and chairs for meetings and programs.

Supervision

Routine duties are performed independently in accordance with established policies and procedures. The substitute works under the supervision of a professional librarian and paraprofessional staff members who provide instruction and guidance on non-routine or unusually complex situations. Formal and informal training is provided on new functions.

Work Environment

Shifts are sometimes scheduled in advance, but work is also performed on an on-call basis and often involves evening and weekend work. Work is performed in typical public library conditions using standard automated equipment. Workload and duties vary seasonally and according to fluctuations in library use and operations. The employee has regular contact with library staff and volunteers, patrons, town employees, vendors and community groups. The employee has access to confidential patron information and library records. Errors could result

in poor customer service for library users, deterioration in the quality of the shared automated patron and bibliographic database, and inaccurate records.

Recommended Minimum Qualifications

Education and Experience

Two years of college or Associate's degree, and six months of library experience or one year of customer service experience in an automated setting preferred. Incumbents hired without this experience will require closer supervision during their training period.

Knowledge, Ability and Skill

Ability to perform routine duties independently. Knowledge and proficiency in the operation and use of personal computers utilizing automated library software, word processing, and spreadsheet software programs, Internet browsers, and e-mail. Ability to type with accuracy. Excellent customer service skills, oral and written communication skills, and the ability to maintain harmonious interpersonal relations with co-workers, volunteers and the public. Ability to interpret and apply library policies to benefit users and willingness to pursue results through appropriate channels. Ability to create a welcoming atmosphere at the Library for community members and visitors of all ages, backgrounds and abilities.

PHYSICAL REQUIREMENTS

Moderate physical effort under typical library conditions is required. Work at the Circulation Desk is characterized by constant moderate physical effort while performing a variety of tasks such as check in and check out, and retrieving materials from shelves at heights ranging from floor level to above the shoulder, emptying the book drop, and shelving and shifting of materials. Work at the Reference Desk and Children's Desk also require moderate physical effort interspersed with more sedentary work. All areas of responsibility require continual use of the keyboard and the handling of library materials using one or both hands. The incumbent operates typical equipment found in an automated library such as a computer, printer, barcode reader, and copy machine. Must be able to push or pull a full cart or bin of books, and lift and move cartons of library materials and supplies. The employee is frequently required to stand for long periods, walk, sit, reach, bend and use hands. With or without adaptive equipment, the employee must speak and hear well enough to be able to communicate effectively with others, and to read printed material. The employee lifts and moves boxes of books, equipment and furniture weighing up to 30 lbs.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and the requirements of the job change.