

JOB DESCRIPTION

JOB TITLE: Library Assistant - Reference
STATUS: Grade 4, 30 hours, Part Time.

SUPERVISION RECEIVED:
Library Director, Library Department Heads

SUPERVISES EXERCISED:
May be called upon to work independently or in a department in the absence of Department Head with approval of Director.

DISTINGUISHING CHARACTERISTICS:

Professional, technical and direct service work relating to the coordination and delivery of adult and Young Adult reference services at the town library; maintenance of various components of the adult reference and non-fiction collection; performs duties related to the day to day operations of the Reference Department; all other related work as required.

- Assists when needed, at Circulation Desk and Children's Room.
- Assists with reference work, processing ILL requests, and book club requests.
- Has access to confidential information concerning patron records and use of library material.
- Position requires working at least one evening during the week and Saturday rotation.

ESSENTIAL FUNCTIONS:

Assists in functions related to the day-to-day operations of the library (may perform some or all of the following):

- Provides patron assistance with ready reference and Readers' Advisory support, utilizing Readers Advisory resources.
- Assists patron's with Interlibrary Loan (ILL) requests, processes ILL requests; assists with book club requests.
- Assists patrons in the use of online catalog, online library databases and information systems.
- Assists Head of Reference with delivery of adult programs at the library and in partnership with other community organizations such as the Topsfield Historical Society and the Council on Aging.
- Creates library displays using a variety of resources to highlight library materials
- Catalog new periodicals to add to collection. Discard old periodicals using age policy.
- Assists patrons with problems on computers, printers, and other devices.
- Checks materials in and out when covering the Circulation Desk; registers new patrons and assists in patron record keeping and updates; answers telephone; assists with reserves and overdue materials.
- Provides library services such as readers' advisory and ready reference when covering the Children's Room and the Circulation Desk.
- Advises patrons' on downloadable materials and devices; troubleshoots problems with library materials and electronic devices.
- Operates standard office, library equipment, computers and meeting room equipment.
- Responsible for opening and closing the library facility;
- Shelves library materials according to prescribed system; reads shelves to ensure that books are placed in proper spaces; assists in evaluating dated, damaged or inappropriate materials; may mend books after proper training.
- Participates in technology updates and training.

TOOLS AND EQUIPMENT USED:

Phone, personal computer including MS office, (Word, Excel, PowerPoint, Publisher), and other software packages to maintain the library's web presence; public computers and databases including library online catalog system; and any other useful technology tools required to ensure the success of the library. Various office equipment, which include copy machine, laminate machine, scanner, fax machine, printers, paper cutter, and other useful tools. Able to operate the audiovisual equipment that is located in the library meeting room and is able to make presentations or train staff and others. Continues to incorporate tools that are necessary to the job.

PHYSICAL DEMAND:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions for the job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

- Office environment with constant use of computer and telephone. Lifting associated with filing library material, prolonged periods of standing and sitting. Frequent walking.
- While performing the duties the employee is frequently required to stand, sit, talk and attentive listening. The employee is required to have mobility in order to move about the office and to service the public.
- Specific vision abilities required by this job include close vision, the ability to adjust focus and may spend long periods at a computer monitor.
- May experience regular interruptions to assist library patrons, vendors and other service groups.
- Is able to develop strategies to conduct successful patron interview.

MINIMUM QUALIFICATIONS:**Education and Experience:**

- Associates Degree or higher, two years of related library work experience; experience in dealing with the public; or any equivalent combination of education and experience. Director may make educational requirements exceptions for Seasonal/Temporary employees.

Knowledge, Skills and Abilities:

- Excellent customer service and communication skills; ability to relate well to the public and perform effective user instruction.
- Working knowledge of library principles and procedures.
- Knowledge of authors, titles and valuable resources
- Knowledge of the Dewey Decimal system.
- Skill in the use of other standard office machines.
- Interest in reading and information.
- Ability to work with detail.
- Working knowledge of computer applications, the Internet and databases and library system software.

WORK ENVIRONMENT:

Light to moderate physical effort required in lifting, carrying and shelving books and other library materials. Intermittent standing, walking, bending, reaching, crouching, climbing and similar activities. Able to listen and communicate well in a busy environment

Has contact with children, young adults, the general public, schools, various organizations.

OTHER CONSIDERATIONS:

- Submission of an application, rating of education and experience, oral interview and reference check.
- The duties outlined above are intended only as illustration of the various types of work that may be performed. The omission of specific statement of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.
- The job description does not constitute an employee agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.