

TOWN OF VOLUNTOWN

LIBRARY ASSISTANT

Department	Library
Reports to:	Library Director
Supervises:	NA
Position Status:	Non-Exempt
Weekly Hours & Schedule:	Part -time with various schedules
Salary Classification:	Grade 1
Date Approved	May 2024

Position Summary/Purpose:

The purpose of this position is to play a vital role in supporting the efficient functioning of the Library by assisting patrons and library staff with a variety of tasks. This position is responsible for ensuring a welcoming and organized environment for library users, facilitating access to resources and contributing to the overall success of Library operations. Library Assistants handle check-in and check-out procedures, and assist patrons with the use of copiers, computers, Library technology equipment, digital resources and print materials. The Library Assistant is required to exercise good judgment in administering circulation duties and is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under their control.

Essential Job Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

- Perform circulation tasks, including checking in and checking out materials. Calling patrons about overdue items, executing reserves. Attending the front desk. Take interlibrary loan requests and give them to the director to fill.
- Manage and update patron accounts and issue library cards.
- Maintain accurate records of library holdings, ensuring the organization and shelving of new materials.
- Assist patrons in using library equipment, such as computers, printers, and other resources.
- Offer basic troubleshooting for common technical issues and refer complex problems to appropriate personnel.
- Ensure the proper organization, condition, and availability of materials, including accurately shelving materials and conducting regular shelf checks.
- Assist patrons with Wi-Fi, printing, faxing, scanning, and library website navigation
- Empty the book drop container from the outside and check in materials as returns.
- Collects money for copies, faxes, printing, and lost materials.
- Perform routine administrative duties, such as answering phones, taking and delivering messages, responding to emails
- Prepare new materials for shelving by covering books, adding Town Library Stamp, library label, and appropriate stickers and labels.
- Stay informed about library policies, procedures, and resources to effectively assist patrons.

- Continuously update knowledge of library trends and technologies to enhance service delivery.
- Assist in the coordination and implementation of library programs, events, and workshops. Collaborate with other library staff to promote and publicize library services and activities.
- Special project assistance: prepare materials for youth activity craft bags, assist in children's area with teachers and parents, summer reading programs, set up for guest speakers and assist with story time programs.
- Provide excellent customer service by assisting patrons with inquiries, locating materials, and offering guidance on library resources and services.
- Create a positive and inclusive atmosphere, welcoming diverse community members and addressing their needs with empathy and professionalism.
- Perform all work in a safe manner, report concern for safety of staff or patrons, report all accidents to supervisor.

Minimum Required Qualifications:

Education, Training and Experience:

Qualifications required would generally be acquired with a high school diploma/GED. In addition, 1-2 years of experience with a background in a customer service/related field, office job, volunteering in library, etc.; or any equivalent combination of education, training and work experience.

Special Requirements: NA

Knowledge/Skills/Abilities:

- Knowledge of the Dewey Decimal system, alphabetical order and numerical order to be able to shelve library materials.
- Knowledge of computer systems, smart phones, fax machines, copiers, iPads, tablets and the ability to learn about how they operate and can be used with other library systems.
- Knowledge of library circulation operations
- Ability to learn policies and procedures
- Ability to follow instructions
- Ability to deal effectively and maintain working and customer-oriented relationships with staff, volunteers, and patrons
- Ability to provide a welcoming and organized environment for library users
- Ability to multitask and prioritize
- Ability to work independently and as part of a team
- Ability to maintain confidential library records.
- Excellent customer service skills
- Basic problem-solving skills
- Skill in using standard office equipment, fax, internet, phones and computer systems

Job Environment:

- Work performed inside the library or outside to empty book drop container
- Operation of office equipment and library computers and software
- Make frequent contact with employees, staff, and patrons providing excellent customer service
- Errors in judgment or omissions could result in monetary loss or rework, delay in service, minor injury to self and others, damage to equipment.

- Access to library records which must be kept confidential

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor weather to empty Book Drop Container		X		
Standing on stools or step ladders		X		
Work with toxic or caustic chemical	X			
Work with fumes or airborne particles	X			
Non weather related – extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of slight electrical shock-copiers/computers		X		
Vibration	X			

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking			X	
Sitting			X	
Talking and hearing				X
Using hands/fingers to handle/feel -typing				X
Climbing or balancing – stairs or Lib stool		X		
Stooping, kneeling, to shelve books			X	
Reaching with hands and arms			X	
Bending, pulling, and/or pushing book carts		X		
Other - Driving	X			

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (private/back office)		X		
Moderate noise (computer, library, light traffic)				X
Loud Noise (heavy traffic outside the Library)		X		
Very Loud (jack hammer work)	X			

Vision Requirements:

- X Close vision (i.e. clear vision at 20 inches or less)
- X Distance vision (i.e. clear vision at 20 feet or more)
- X Color vision (i.e. ability to identify and distinguish colors)
- X Peripheral vision (i.e. ability to observe an area that can be seen up and down or left and right while the eyes are fixed on a given point)
- X Depth perception (i.e. three-dimensional vision, ability to judge distances and spatial relationships)

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change. Reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential functions of this position.)