

Southborough, Massachusetts
Position Title: Library Assistant
Schedule A, Grade 2

Statement of Duties

Performs basic library services and professional work in the Library Department and in the Children's Room specifically; performs all other similar or related work as required.

Supervision

Employee, under the direct supervision of the Library Director and when applicable the general supervision of the Assistant Director and/or Children's Librarian, performs work independently in accordance with library policies, practices, and procedures. As a regular and continuing part of the job, the employee may lead and train part-time staff in accomplishing assigned work. The employee's annual written evaluation is conducted and completed by the Library Director.

Job Environment

Work is performed under typical library and office conditions; workload is subject to seasonal fluctuations; regular library schedule requires evening and weekend work. The employee operates standard office and library equipment, such as book covers, barcodes, and labeling used to physically process incoming library material. Circulation duties require constant interaction with library patrons, in person, as well as by telephone or through any electronic means, and requires excellent customer service skills. The employee has access to confidential patron records. All employees are subject to Sex Offender Registry Information (SORI) and Criminal Offender Record Information (CORI) checks prior to and during employment.

Essential 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.

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- Serves at the circulation desk to register borrowers, charge/discharge print and non-print materials to patrons in accordance with department guidelines.
- Provides assistance to patrons in all areas of the library. Acquires thorough knowledge of library collection. Arranges interlibrary loans for patrons and sends materials to other libraries.
- Assists with the maintenance of the library's collection including shelving, processing, and repairing, deaccessioning of library materials.
- Provides technical support services to patrons regarding the use of the library; opens, closes and supervises the entire library facility as required.
- Prepares library publicity documents such as posters, flyers and press releases.
- May represent the library at various public meetings and town-related functions.

Recommended Minimum Qualifications

Education and Experience

Associate's degree or equivalent with additional course work, certificate study, webinars or best practices workshop experience in the field of librarianship required. Bachelor's degree preferred. One (1) to three (3) year's prior relevant work experience or an equivalent combination of education or work experience. Library experience preferred, but not required if previous work experience includes relevant job duties and functions. Recommendation of a minimum of two (2) workshops per year to keep up with library technology and evolving expectations of the library workplace.

Good judgment and the ability to maintain effective staff and customer relations. Strong working computer skills required.

Knowledge, Ability and Skill

Knowledge: Working knowledge of library hardware and software operations including spreadsheet and word processing applications. Basic knowledge of library operations and databases used in a library setting.

Abilities

- To interact in a positive and effective manner with employees and public and to work independently.
- To execute oral and written instructions in a clear and precise manner.
- To operate a variety of office equipment. Necessary to learn new systems and programs relevant to library work.
- To understand and use Microsoft office computer software and hardware.
- To manage multiple tasks at circulation desk.

Physical and Mental Requirements

Work is performed in a library setting, subject to quiet to moderate noise and interruptions. Hours can be variable and include evening hours and Saturday hours. Good physical stamina is required. Up to two-thirds of the time is spent standing, walking, sitting, stooping, or reaching with hands and arms. Employee is required to handle or feel objects and is required to talk or listen. Frequently the employee is required to lift up to 10 pounds and occasionally up to 30 pounds.

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.