

Southborough, Massachusetts

Position Title: Senior Library Assistant

Grade III

Statement of Duties

Performs basic library services at front desk and in back office; coordinating acquisition of library materials and services, preparation of new categories of materials, and all collection management tasks, customer service and reader's advisory services under the direction of the Library Director. Performs any other similar or related work as required.

Supervision

Employee, under the general supervision of the Library Director, performs work independently in accordance with library policies, national library standards of the American Library Association, and accepted library procedures. Employee may speak to library visitors on behalf of the library Director in accordance with library policies and guidelines.

As a regular and continuing part of the job, employee will lead [as assigned] other staff in accomplishing assigned work. Employee participates in the review of existing policies or procedures and development of new ones as needed.

The employee has access to confidential information which requires the application of appropriate judgment, discretion and professionalism.

Job Environment

This is varied work involving many detailed tasks. Some of the work is of a repetitive nature. On-the-job training is a requirement. Employee performs tasks independently and generally establishes own work plan and priorities.

Errors could result in delays or loss of service to the community, damage to equipment, adverse public relations and monetary loss for the town.

The employee has nearly constant contact with library visitors. Other interaction with Town employees and vendors. Employee can represent the library in interactions with community organizations, schools, parents and teachers.

Essential Functions

The essential functions or duties listed below are intended only as an illustration of the various types of work performed. The omission of specific statements of duties does not exclude them, if the work is similar or a logical assignment to the position.

Technical Services functions: Ordering library materials for adult and teen collections in all formats; discussing acquisitions with all departments to ensure library collection is optimal and efficient to service the reading and informational needs of the public. Orders materials, including print, large print, electronic, and new media. Makes recommendations on library vendors and allocation of budget toward materials, library supplies and office

supplies. Manages acquisitions workflow; selects and orders all supplies and coordinates deliveries and accounts payable in the area of library and book supplies.

Supervises the maintenance of the library's collection including shelving, weeding and repair of library materials, with consultation and agreement from other staff librarians and ultimately, the Library Director.

Selects and orders books and other media. Supports data management of bibliographic and circulation records: classifies and assists with processing new acquisitions for circulation and manages the cataloging of each acquisition into the library's computerized regional system.

Assists in maintaining all communication equipment, especially staff and public computers and immediately reports any malfunctions or defects to Library Director.

Circulation/Customer Service functions: Provides assistance to patrons in all areas of the library including reference, circulation and cataloging functions of the library. Processing functions include: attaching labels, stamping, applying book jackets, use of personal computers and shelving of books.

Serves at the circulation desk to register borrowers, charge/discharge print and non-print materials to patrons in accordance with library guidelines. Provides support to patrons regarding the use of all library materials and other library services; opens, closes and supervises the library facility as required.

Organizes programs for adults and/or teens, providing publicity information to the Library Director. Capable of producing publicity documents, such as posters, flyers and press releases.

Arranges interlibrary loans for patrons and sends materials to other libraries; provides outreach delivery, or coordinates such.

Receives and records fines and maintains related records. Oversees communication regarding missing, billed and overdue materials.

Manages staff schedule to ensure sufficient front desk coverage, and reports problems to the Library Director. Manages circulation workflow. Contacts library pages or others to rearrange schedules, as required.

Supervisory Responsibility

Oversees library volunteer and library page activities. Assists with the training and supervision for library pages and volunteers. Works with other library staff to schedule and assign duties to library pages and volunteers. Supervises library on days and evening when neither the Children's Librarian nor the Director are on duty.

Recommended Minimum Qualifications

Education and Experience

Bachelor's degree or equivalent with additional course work, certificate study, webinars or best practices workshop experience in the field of librarianship required. Master's of Library Science preferred. One (1) to three (3) year's prior work experience or an equivalent combination of education or work experience. Recommendation of a minimum of two (2) workshops per year to keep up with library technology and evolving expectations of the library workplace.

Knowledge, Ability and Skill

Knowledge: Working knowledge of library hardware and software operations, including word processing, document formatting, spreadsheet and online (web-based) data management. Basic knowledge of library operations and databases used in a library setting.

Ability: Ability to interact in a positive and effective manner with employees and the public and to work independently. Ability to execute oral and written instructions in a precise manner. Ability to operate a variety of office equipment including calculator, copy machine, fax machine, desktop and laptop computers, e-readers, tablets and printers. Ability to understand and use office computer software and hardware. Ability to manage multiple tasks promptly and efficiently, while communicating in a cheerful and positive tone with library staff, trustees, Friends of the Library, patrons and other constituencies.

Skill: Good judgment and ability to maintain effective staff and customer relations. Motor operating skills useful. Strong computer skills, familiarity and high comfort level with online resources, social networking and web-based data and communications.

Physical and Mental Requirements

Work is performed in a library setting, subject to quiet to moderate noise and near- constant 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 use hands to finger, 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. Specific vision abilities required include close vision and the ability to focus.