

# **Nevins Library**

## **Job Description**

### **Job Title**

Library Assistant, Public Services

### **Position Overview:**

This position will be primarily dedicated to providing customer service to patrons of all ages; in-person, over the phone or via email, at any service desk in the Library. Those services include but are not limited to: locating library materials on site and/or placing interlibrary loans, answering reference queries and providing computer help, as well as assisting with maintaining a neat, inviting public space within the Nevins Library. Library Assistants may also be asked to develop and implement library programming. This position reports to the Supervisor or Head of the Department assigned.

### **Desirable Characteristics**

- Understands and respects people of all abilities, ages, cultures, and backgrounds
- Maintains accuracy while executing repetitive tasks
- Is comfortable working with computers and learning new technology
- Prioritizes tasks and maintains composure in a busy environment
- Exhibits strong customer service skills, in-person and over the phone
- Possesses a flexible, strong work ethic
- Learns new skills, adopts new technologies and practices related to their position
- Works independently to complete tasks as directed and can work in a team environment, not only within assigned department but with other departments in the library

### **General Duties**

- Convey and carry out our Library's Mission and Vision Statements, Objectives, Customer Service Goals and Library policies, including Emergency Manual Guidelines
- Greet patrons in a friendly and inviting manner as they enter the library and when representing the library at public events
- Maintain awareness of the library environment to include but not limited to; proactively monitoring activity on the floor for safety, possible issues, or opportunities for improvement
- Perform the routine procedures needed to open and close the assigned department
- Provide reference service and reader's advisory service using the Internet, in-house materials, and state-provided databases (as required) (Training will be provided as needed.)
- Answer the phone and patron emails in a timely and friendly manner
- Assist patrons with the use of the online catalog, library databases, library website, calendar of events, museum pass reservations, general computer use and printing/scanning tasks (Training will be provided as needed.)
- Answer directional questions, and direct patrons to meeting spaces within the library
- Sort book carts and shelve books when needed; participate in shelf reading all sections of assigned department
- Perform library circulation duties, specific to your department which may include but are not limited to: issue library cards, place patron requests for library materials, check in, check out, check condition of materials for damage or wear, process new materials, accept payment to clear debts and charges for lost or damaged materials, and process hold requests following library procedures (Training will be provided as needed.)
- Help to maintain clean and inviting library spaces to include but not limited to straightening library shelves, chairs, and displays
- Attend department and library staff meetings
- Attend training as required to develop and enhance skills
- Maintain and report individual time sheets and time off to departmental supervisors at the end of the bi-weekly pay period

- Reader's Services Library Assistants may: reserve and check out Museum Passes for patrons using the library reservation software and facilitate curbside delivery of requested materials. (Training will be provided as needed.)
- Reference Services Library Assistants may: facilitate Interlibrary Loan Requests (checking in, checking out and placing requests), assist patrons with in-depth technology questions and assist with technology equipment to include but not limited to: faxing, fiche and photo scanning. (Training will be provided as needed.)
- Youth Services Library Assistants may: plan and execute developmentally appropriate programming for: preschool-aged children (infant-5 years old), school-aged children (K to 6<sup>th</sup> grade) and teenagers (6-12<sup>th</sup> grade).
- Perform other duties as designated or assigned by the departmental supervisor, which may be attached to this job description

## Equipment/Technical Skills

- Possesses general knowledge and ability to operate office equipment such as photocopiers/printers and telephone system
- Possesses general knowledge and ability to operate computers, including the ability to navigate general computer software (Microsoft Office, Google Docs) and the internet
- Possesses knowledge of or familiarity with library organization and catalogs, library ILS and/or computer reservation systems

## Physical Demands

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.*

- **Manual Dexterity:** Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination. Examples may include keyboard input, turning book pages, passing out paper library materials, and retrieving library materials for patrons.
- **Visual/Auditory:** Vision requirements include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. The employee must have the auditory ability to listen and comprehend.
- **Language Skills:** Language requirements include the ability to read and interpret documents, such as library and patron correspondence, and the ability to speak and communicate effectively with small and large groups of patrons or staff.
- **Physical Activity:** The work requires some agility and physical strength (such as lifting library books and programming materials) and may require lifting up to 40 lbs., and pushing and pulling heavy objects (such as library book carts up to 200 lbs.). The employee may be required to remain in a stationary position (sitting or standing) for long periods of time; to move to lead the audience during high-energy library programs and to follow the flow of patrons during library programs. The staff member may need to position themselves to retrieve library materials on high and low library shelves (may include – stooping, bending, kneeling, crawling, jumping).

*NOTE: 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 to the employer and requirements of the job change.*

*The Nevins Library is an equal opportunity employer, committed to creating a diverse and inclusive company culture, and our team does not discriminate against candidates and employees because of their disability, sex, race, gender identity, sexual orientation, religion, national origin, age, veteran status, or any other protected status under the law.*

