

Nevins Library

Job Description

Job Title

Library Aide, Public Services

Position Overview:

This part-time position will provide customer service to patrons of all ages; in-person, or over the phone, at any service desk in the Library. Those services include but are not limited to: locating library materials on site and/or placing holds, answering directional questions and providing computer help, as well as assisting with maintaining a neat, inviting public space within the Nevins Library. This position also supports other Nevins Library staff in completing day-to-day tasks, assisting with long-term projects and other tasks as assigned. This position reports to the Supervisor or Head of the Department assigned, and works a flexible schedule as assigned (may include Nights and Saturdays).

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
- 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
- Assist with routine procedures needed to open and close the assigned department
- Answer the phone in a timely and friendly manner
- Assist patrons with the basic use of the online catalog, 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, 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
- Assist other Nevins Library staff with completing tasks to include but not limited to: day-to-day tasks, long-term projects, and other tasks as assigned
- 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

- 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 valuable

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 follow the flow of patrons. 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.

