



Durham Public Library

49 Madbury Rd, Durham, NH 03824 | (603) 868-6699 | durhampubliclibrary.org

JOB DESCRIPTION

Job Title: Library Assistant – Youth Services **Reports to:** Head of Youth Services

POSITION OVERVIEW:

Library Assistants provide exemplary customer service in aiding patrons of the library in locating, using, and checking out desired materials or obtaining them elsewhere if not available on the library premises. Additionally, they provide literacy support, programming, initial technology support, readers advisory and ready reference to library patrons. Library Assistants support the Library's mission and values in their service to patrons at the Library.

DUTIES & RESPONSIBILITIES :

- Loan library materials to patrons and collect the returned materials.
- Catalog, process, and maintain library materials.
- Shelf-read, relocate, and prepare items for de-selection as required.
- Facilitate interlibrary loan services.
- Organize and reshelve returned library materials.
- Conduct storytimes, crafts, book discussions, STEM-related programming, and other programming for youth services patrons as required.
- Assist Head of Youth Services in planning, promoting and executing Summer Reading programming and related activities.
- Teach people how to use library resources, equipment and technology through multiple channels.
- Answer questions from patrons using multiple forms of communication.
- Perform routine tasks such as answering phone calls, organizing, and cleaning.
- Use and maintain computer library databases to help locate library materials and answer questions from patrons.
- Help plan and participate in special library events such as programs and outreach services as requested.
- Assume responsibility for opening and closing the Library when no managers are present.
- Maintain a kind, appropriate, and professional demeanor in all interactions.

KNOWLEDGE & SKILLS:

- Ability to work both independently and collaboratively in a team environment.
- Working knowledge of library equipment and technology; awareness of emerging technologies.
- Strong commitment to exemplary service to the public.
- Outstanding verbal and written communication skills.
- Excellent organizational, time management, and patron service skills.

- Ability to deal effectively, tactfully, courteously, and equitably with staff and patrons of all ages and from all walks of life.
- Knowledge of the Integrated Library System (ILS).

PHYSICAL REQUIREMENTS*:

- Positioning self to maintain library materials at ground level and above 48”.
- Moving vertically materials up to 40 pounds.
- Pushing and pulling of wheeled carts weighing up to 80 pounds.
- Communicating with staff/patrons.

QUALIFICATIONS:

- A BA/BS degree from an accredited college or university or a combination of college and relevant work experience.
- Available to work a flexible schedule that regularly includes evenings and weekends.

** Consistent with the Americans with Disabilities Act (ADA) and NH RSA 354-A, it is the policy of the Durham Public Library to provide reasonable accommodation when requested by a qualified applicant or employee with a disability, unless such accommodation would cause an undue hardship.*