

TOWN OF SHARON
JOB DESCRIPTION

Title of Position: Library Assistant

Department/Appointing Authority: Library/Library Director

Date: March 27, 2014

Originator: Lee Ann Amend

Personnel Board Use Only

Classification: ;

Effective Date of Classification:

Classification Authority: Personnel Board Collective Bargaining

1. Summary Description

Routine direct work supporting various library services at the Town Library; all other related work as required.

2. 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.

Assists patrons in the use of library facilities; provides basic direction, information and reader advisory services.

Receives and processes network delivery boxes; checks books and other materials, such as CDs, DVDs, and magazines in and out using the library's computerized public access catalog, following established procedures.

May provide basic information referral and services, providing factual information, direction, or

assistance with locating materials.

Answers patron inquiries in person or by telephone, regarding the availability of library materials; provides assistance with subject/topic clarification, searching computer files and on-line catalog, and locating library materials. Answers telephones and transfers calls as needed.

Instructs patrons in the use of online public access catalog and other library equipment, such as copy machine and microfilm reader; assists patrons with public-use computers.

Assists patrons with application procedures for library cards.

Provides assistance to library volunteers.

May place holds on materials for patrons; sends out notices of availability to patrons. Routes library materials through the local delivery system, assist with interlibrary loan activities.

May process new materials, including unpacking materials from cartons, checking invoices and packing slips; may perform data entry; may type book labels; may process and maintain periodicals collection.

May process overdue notices; collect and record fines for overdue materials.

May be responsible for opening, closing, and securing the building following standard library procedures and taking appropriate action.

May be responsible for initiating, developing, maintaining, and administrating special library programs and or collections.

May work on special projects such as displays or exhibits; perform similar related work as required or as situation dictates.

3. Supervision

May supervise volunteers.

4. Reporting Structure

Work is performed under the general direction of the Circulation Supervisor, Children's Librarian,

Technical Services Supervisor, or Assistant Director depending on assignment.

Performs various responsible functions according prescribed procedures, requiring attention to detail, accuracy, initiative, and reliability and which may be evaluated on a periodic basis.

5. Physical Environment

Work is performed under typical library and office conditions.

Work environment is moderately noisy.

Required to work regular library hours which includes evenings and weekends.

May be requested and encouraged to attend staff meetings and/or other staff functions outside of regular scheduled hours.

Operates computers and all other standard office and library equipment.

Has frequent contact with library patrons and other staff; contacts are in person or by phone and require excellent customer service skills.

Has access to library patrons' records.

Errors could result in delay or loss of service, monetary loss, and damage to equipment or buildings.

6. Education/Basic Knowledge

Associate's degree in a liberal arts or related field or a combination of coursework or experience equivalent to a two year degree; a bachelor's degree is preferred.

General knowledge of library procedures, methods and techniques of library operations and how all units of the library interrelate.

Knowledge of and interest in books, periodicals, and current events in order to make suggestions to library patrons.

Ability to work with library staff and a diverse general public in a courteous and tactful manner.

Ability to follow directions and complete multiple projects with minimum supervision.

Computer skills.

Basic clerical skills.

Must be reliable and responsible.

Excellent communication skills.

7. Experience

Experience working with the general public in a customer service oriented setting preferred.

Prior library experience is desirable.

Must have experience working with and utilizing basic computer skills.

Proven ability to work as part of a team.

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.