

**TOWN OF MONTAGUE
JOB DESCRIPTION**

POSITION TITLE: Library Assistant	DATE: February 2013
DEPARTMENT: Library	GRADE:
REPORTS TO: Library Director	FLSA: Non-Exempt

Statement of Duties

Position is responsible for performing customer service functions for the Library Department. Work includes circulation desk activities; shelving materials and weeding out old materials; reference services and interlibrary loan services, providing information and assistance to patrons and the community; and responding to inquiries, requests and complaints.

Supervision/Guidance Received

Employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently without specific instruction. Employee is expected to refer unusual situations to the supervisor for advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to ensure that completed work and methods used are technically accurate and that instructions are being followed.

Job Environment

The work involves the interpretation of numerous standardized practices, procedures, or general instructions that govern the work. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

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

The position has constant contact with the public to respond to inquiries, requests, or complaints, render services, and/or give or receive information. The position has daily contact with co-workers, other town departments, other libraries and organizations. The purpose for contact is to respond to inquiries or requests for service, and provide information and assistance. Contacts are made in person, on the telephone, or in writing.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude

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them from the position if the work is similar, related, or a logical assignment to, or extension of, the position.

Essential Functions

1. Lends and collects books, periodicals, DVD's, and electronic and digital media; uses VIN library software; conducts various patron transactions.
2. Inspects returned items for damage, checks due dates and collects fines.
3. Provides customer service, answers patrons' questions, helps them to locate materials, answers telephone and responds to their questions.
4. Assists in organizing and maintaining library, shelves materials in proper place, replaces printer and copier paper as needed replaces toner, ribbons, and ink.
5. Registers new patrons, and issues borrower's card.
6. Maintains periodicals, makes sure all issues are received and processed.
7. Instructs patrons in library procedures, policies, use of materials, copier and computer and printer.
8. Assists patrons in researching and obtaining information from library collection, performs interview to try to pinpoint exactly what they need for resources.
9. Recommends reading to patrons as requested.
10. Opens doors at proper time, empties book drop, performs closing procedures.
11. Takes reservations for books and materials and contacts patron in a timely manner when material becomes available.
12. Maintains a safe and pleasant environment.
13. Oversees computer schedule to be sure people get right amount of time.
14. Assists with collection building and weeding, generates circulation reports, and accession statistics.

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Recommended Minimal Qualifications

Education and Experience

Requires High school diploma/G.E.D; and 1 to 3 years' experience or an equivalent combination of education and experience.

Additional Requirements

Needs a valid driver's license and personal vehicle for the purpose of transporting books to and from the main library to the branch library

Knowledge, Skills and Abilities

A candidate for this position should have knowledge of the following:

- Library principles and procedures
- Reference sources and filing
- Computers, word processing and the Internet
- Dewey Decimal system
- Evergreen automated system
- On-line library catalogs

Skill in:

- Computer programs and applications
- Organization and communication
- Customer service
- Public relations

And ability to:

- Perform multiple tasks simultaneously, despite frequent interruptions
- Pay attention to details
- Maintain confidentiality

Tools and Equipment Used

The employee operates standard office equipment (e.g., personal computer, telephone, copier, facsimile)

Physical Requirements

The physical demands listed here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations are considered to ensure individuals with disabilities can perform essential functions.

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Moderate physical effort is required to perform administrative and library duties. The employee is regularly required to stand, walk, sit, speak, hear, lift up to 10 pounds and use hands to operate the computer. The employee routinely kneels, crouches, and/or reaches with arms, and lifts or carries up to 30 pounds.

Vision requirements include the ability to read routine material and documents for analysis and general understanding, and to use a computer.

Work Environment

The work environment characteristics described here are representative of those that the employee encounters while performing the essential functions of this job. Reasonable accommodations are considered to ensure individuals with disabilities can perform essential functions.

Administrative work is performed under typical office conditions, the employee is periodically exposed to a musty environment.

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.

Approved:

Frank E. Abbondanzio
Town Administrator

Date _____

Board Chair, if necessary

Date _____