

Town of Avon

Title: Library Assistant
Department: Library
Range: 4

Position Definition: Performs responsible and varied paraprofessional duties in the circulation of library books and materials; assists patrons, students, and staff in using library facilities, resources and services, and performs varied and responsible library clerical work.

Supervision Received: Receives general & task supervision from the Circulation & Outreach Services Manager.

Supervision Exercised: May allocate tasks to Library Pages.

Examples of Essential Job Duties: Performs circulation desk duties, including charging and discharging library materials, issuing library cards to new patrons, answering telephone calls, collecting overdue fines and providing information as necessary. Places books and loan materials on reserve as requested. Assists patrons in the use of the library's catalog, computers and other library equipment, such as photocopier, fax and scanner. Assists patrons in the use of self-check machines, and performs basic troubleshooting of self-check machine issues, such as replacing receipt paper.

Greets and acknowledges patrons as they enter the Library. Offers general and directional assistance, in person and by phone. Directs patrons to other departments as appropriate. Maintains public service desk area(s) in neat and functional condition.

Processes books and materials for delivery in the interlibrary loan program. Prepares materials in promoting use of library, including posters, newsletters and exhibits. Performs work in various library units, including cataloging, children's, reference, teen, or as assigned. Provides backup assistance in other library areas as required.

Insures the orderly flow of materials from the Circulation Desk to the shelves, including shelving recently returned material as needed. Retrieves books from shelves and book drops. Makes minor repairs to books and materials when necessary.

Examples of Incidental Job Duties: Monitors the public areas of the library to maintain order, and to provide a friendly environment for library patrons.

Participates in training and professional development programs.

Minimum Qualifications Required: The skills and knowledge required would generally be acquired with an Associate's degree in Library Science or graduation from high school with one year of public library experience.

Knowledge, Skills, and Abilities: Must have a positive and enthusiastic approach to customer service, both in person and on the phone. Demonstrated technology literacy and competency. Demonstrated attention to detail. Ability to relate well and effectively communicate with Library users of all ages, in person and by phone. Must be able to interpret and follow a variety of instructions furnished in oral and written format. Must be able to establish and maintain positive working relationships with library staff, administrators and volunteers, as well as

work as part of a cohesive team. Ability to acquire a working knowledge of library principles and practices is necessary. Ability to perform basic mathematical computations and exchange monetary bills and coins.

Physical, Mental Exertion/Environmental Conditions: Ability to work in an open area subject to continuous interruptions and background noise. Ability to be flexible and adapt in a fast-paced, complex and changing environment. Ability to lift and move books and other materials, weighing up to twenty-five (25) pounds, from shelves ranging from 6" to 8' from the floor and return them to their proper place(s). Ability to stand and walk for extended periods of time; move throughout the Library; bend, reach and crouch to shelve and retrieve materials; push and pull carts loaded with materials. Must be able to hear clearly (correctable to within normal limits) to record telephone information, and to see (vision correctable to 20/20) to complete applications and forms. There is frequent interaction with library patrons, which may cause stress.

License or Certificate: Not applicable.

Note: The above tasks and responsibilities are illustrative only. It is not meant to include every task or responsibility. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.