

**Town of Dover, Massachusetts
Job Description**

Position Title:	Library Assistant	Grade Level:	I
Department	Library	Date:	10/1/2022
Reports to:	Director	FLSA Status	non-exempt

Statement of Duties: The Library Assistant provides general assistance to library patrons of all ages related to the circulation of library materials; assists with the processing and shelving of materials utilizing the library's automated circulation system. The employee is required to perform all similar or related duties.

Supervision Required: Under the direct supervision of the Library Director, clear, detailed, and specific instructions govern the work or are explained with each assignment. Questionable situations are referred to the supervisor. The supervisor reviews the work in progress or upon completion as necessary.

Supervisory Responsibility: The Library Assistant, as a regular and continuing part of the job, is not required to supervise other department employees.

Confidentiality: In accordance with the State Public Records Law, the employee has regular access on a regular basis to confidential information of the department such as patron records.

Accountability: Consequences of errors, missed deadlines or poor judgment may include adverse public relations, delay of library services, missed deadlines and monetary loss.

Judgment: Well-defined or detailed rules, instructions, and procedures cover all aspects of work. Judgment involves choosing the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Complexity: Work consists of routine or repetitive tasks and/or operations with few variations in established procedures.

Work Environment: The work environment involves everyday discomforts typical of a public library setting. Noise or physical surroundings may be distracting, but conditions are generally pleasant. Employee may be required to work beyond normal business hours to attend evening meetings, department sponsored special events, or in accordance with the library's work schedule on nights and weekends.

Nature and Purpose of Public Contact: The employee interacts with co-workers, the public and external contacts such as vendors or community groups to explain or interpret procedures or guidelines, plan or coordinate work, or resolve problems. More than ordinary courtesy, tact, and diplomacy are required to resolve complaints or deal with uncooperative persons.

Occupational Risk: Duties of the job present little potential for injury to the employee. Risk exposure is similar to that found in a public library setting.

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Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

Responsible for performing a wide range of circulation duties in person, over the telephone or via social media; checks materials in and out of the library; provides library cards; advises patrons of monies owed to the library and collects fines for overdue or lost library materials; taking requests to reserve library and interlibrary materials; notifying patrons when requested books are received; registering new borrowers and issuing library cards; answering the library's telephones providing information about library events and explaining the library's services, policies and operating procedures.

Provides patrons with museum passes.

Collection and stack maintenance duties including book processing, weeding, inventory and completing card registration forms.

Reviews and processes the department's mail.

Assists with displays for reader advisory purposes.

Assists with technical issues and devices: i.e., fax machine, printer, copies and personal computer.

Contributes to programming in the Library.

Meets with other staff members to coordinate activities and to exchange and share ideas and information relevant to the circulation function, programs and in general the operation of the library.

Recommended Minimum Qualifications:

Education and Experience: High School Diploma, or equivalent; up to one (1) year of prior work experience; or any equivalent combination of education, training and experience.

Special Requirements: As a condition of employment, the employee must be CORI certified.

Knowledge, Abilities and Skill

Knowledge: Knowledge of the principles and practices of professional library work and department policies including reference tools, rules and automated circulation functions; knowledge of the organization and management of the library including operations and computer applications in support of department operations and the provision of circulation-related services

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such as the library's automated circulation system, other library networks, Social Media and the Internet. Knowledge of and interest in popular culture and be well read in order to discuss, recommend, or research particular books or other library material titles, subjects or genres. Knowledge of the library's security alarm system.

Abilities: Ability to work independently with a high degree of accuracy; ability to use a variety of computer software programs as well as print and electronic resources. Ability to establish and maintain effective working relationships and to deal effectively with library patrons of all ages. Ability to fairly and tactfully enforce library policies. Advanced problem-solving skills. Ability to respond in a timely and appropriate manner to sudden emergencies (i.e., medical emergencies, lost children, building evacuation etc).

Skill: Proficient interpersonal and customer service skills; proficient oral and written communication skills; excellent organizational skills. Skill in popular word processing, database, spreadsheet and presentation computer applications.

Physical and Mental Requirements

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.

Physical Demands: Work effort principally involves sitting and standing to perform assigned tasks, with extended periods of bending, walking, kneeling, twisting, and reaching with hands or arms to reach or retrieve library materials or books. The employee is required to lift, push, carry, or pull objects such as books and library materials.

Motor Skills: Duties may involve assignments requiring application of hand and eye coordination with finger dexterity and motor coordination. Examples include operating a personal computer or climbing a step ladder in order to reach or retrieve books or materials.

Visual/Auditory Skills: The employee is required to constantly read documents, personal computer screens and written reports for general understanding and routinely for analytical purposes. The employee must have the auditory ability to listen and comprehend.

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.