

Newbury Public Library

Library Aide

Position Purpose:

The purpose of this position is to assist in weekend coverage with an emphasis on providing first-line interface with patrons of the Newbury Public Library by performing the duties as detailed below. The Library Aide will provide a full range of library services to patrons.

Supervision

Received:

The Library Aide will work under the policy direction of the Newbury Library Board of Trustees and under the supervision of the Library Director, with latitude for independent judgment and action.

Essential Functions:

- Greet, assist and refer library users according to their needs; perform a wide range of clerical public contact duties.
- Using the library's automated circulation system, perform circulation functions including checking materials in and out, processing holds, registering borrowers, informing patrons of the status of their accounts and conveying and enforcing library policy.
- Maintain quality public relations, advising patrons of library programs, procedures and policies.
- Open and close the library building. Keep daily records of circulation and activities, and answer the telephone.
- Handle incoming and outgoing e-mail.
- Handle InterLibrary Loan requests.
- Instruct patrons needing help on library computers. Provide assistance with personal devices used for downloadable books; troubleshoot and resolve issues with downloads as needed. Assist patrons using library equipment, including copier and fax machine.
- Answer reference questions and conduct research as needed. Assist patrons in using the electronic public access catalog and online databases.
- Make recommendations for improvements in services and the collection.
- Shelve and organize the materials collection.
- Participate in the weeding of material from the collection.
- Performs miscellaneous other tasks as requested by the Director.

(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. No priority is intended in the order of these functions.)

Workplace Responsibilities:

- Work is performed under typical library conditions; the noise level is moderate. Children's enthusiasm may raise the noise level from time to time. Essential functions are regularly performed without exposure to adverse environmental conditions.
- Apply appropriate judgment, discretion and professional office protocols to all library confidential information.
- May supervise student workers or volunteers.
- May serve as sole staff member on duty at times and will take responsibility for all library operations during that shift.

Recommended Minimum Qualifications:

Education, Training and Experience:

- Experience in a library or community center setting is a plus; knowledge of literature; or any equivalent combination of education, training and experience, that provides the requisite knowledge, skills and abilities for this job.

Knowledge:

- Knowledge of circulation desk procedures preferred.

Physical Requirements:

- Tasks require the ability to exert physical effort in sedentary to light work. Work may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 25 pounds). Vision and hearing at, or correctable to, normal ranges are necessary. Must be able to communicate verbally.
- 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 essential functions.

Necessities of the Job

- Library operating hours may require evening and weekend work.
- Regular attendance and punctuality at the workplace are required.
- Perform similar or related work as required, directed or as the situation dictates.

(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.)