

TOWN OF EAST HADDAM

LIBRARY ASSISTANT

Position Purpose:

The purposes of this position are to provide excellent customer relations skills and administrative, library and clerical support to the Libraries of East Haddam. The Library Assistant (LA) staffs the circulation desks in the adult or children's area as needed. The LA helps staff programs for library users of all ages, coordinates activities with other library staff; and assists patrons in the selection and use of library materials. The LA works mainly at the Rathbun Library but occasionally rotates to the EHFPL Library in Moodus if needed. The LA is required to uphold the values of the Library System and act with integrity and responsibility, deliver quality programs and services, treat all people with dignity and respect and constantly pursue excellence. LA helps maintain a welcoming environment at all times.

Supervision:

Supervision Scope: Performs a wide variety of library and clerical duties requiring a basic knowledge of the special needs of patrons of all ages. The Library Assistant will be working with the public frequently and will be required to work independently at times.

Supervision Received: Reports directly to the Library Director and Branch Managers, follows established policies where appropriate. The Library Assistant receives policy direction from the Library Director.

Supervision Given: Occasional supervision of library volunteers.

Job Environment:

Library work is performed in a public space with regular interruptions during the day from patrons; frequently have to shelve materials, use library computer to check-in/check-out items, and work with patrons of all ages and temperaments. Position requires the operation of telephones, computers, copiers, facsimile machines, and other standard office equipment.

Errors in judgment or omissions could result in delay of service or rework, monetary loss and injury to others or building.

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.)

- Provide excellent customer service
- Staff the circulation desks and answer phone calls as needed.
- Navigate the various computer functions of our integrated library system (Sierra)
- Assist patrons in finding materials.
- Assist patrons with electronic equipment including photocopier, fax machine, and Public PCs.
- Perform paperwork related to library operations.
- Assist in coordination and supervision of programs.
- Help promote children's and adult programs.
- Perform other duties as assigned by Library System Director or designated representative.

Standards of Performance

- Interacts with all participants in a manner that is respectful of their human dignity as evidenced by consistently cooperative and courteous behaviors.
- Recognizes when others are in need of information, direction or assistance and provides help as evidenced by feedback and observation.
- Understands and appreciates the value and contributions of other employees/volunteers as demonstrated by sensitivity to their needs, teamwork and constructive feedback.
- Is creative in approach to participants within the bounds of job authority and responsibility as evidenced by participant feedback and submission of ideas for improvement.
- Communicates with all participants in a sensitive and caring way, including active listening.
- Utilizes appropriate body language.
- Uses time constructively and performs responsibilities cooperatively.
- Reports problems promptly.
- Supports changes as they occur.
- Uses proper safety techniques and complies with all organization safety procedures.

Minimum Required Qualifications:

Education, Training and Experience:

The qualifications required would generally be acquired with a high school diploma and related experience and/or training. Previous experience in a public library is preferred. Experience with Sierra is a plus

Knowledge, Ability and Skill:

Knowledge:

- Basic knowledge of the operation of telephones, computers, copiers, facsimile machines, and other standard office equipment.
- Familiarity with Library Software.
- Familiarity with literature and reference materials.

Ability:

- Ability to solve problems and work independently.
- Ability to be self-motivated.
- Ability to work well with people of all different ages, temperaments and backgrounds.
- Ability to make basic postings and updates to web page.
- Ability to answer patron queries satisfactorily or refer questions to another staff person.
- Able to coordinate and communicate with library system director.

Skill:

- Excellent verbal and written communication skills.
- Excellent listening skills.
- Aptitude for working with people and maintaining effective working relationships with various groups.
- Aptitude for working with paperwork and details.
- Skill in using telephones, computers, copiers, facsimile machines, and other standard office equipment.
- Skill in using library software for circulation and collection development.
- Skills associated with organizing and supervising volunteers and junior staff.
- Comfortable using computers and assisting others with computer use.

Working Conditions

- Work hours will not exceed more than 20 hours per week, which would include mandatory staff meetings and training seminars.
- A probationary period of 90 days will apply with evaluation each month, and annually thereafter.
- An inability to work must be reported at least one (1) hour before normal reporting time.
- A two (2) week notice must be given when resigning.

Physical and Mental Requirements:

Work Environment

	None	Under 1/3	1/3 to 2/3	Over 2/3
Outdoor Weather Conditions		X		
Work in high, precarious places	X			
Work with toxic or caustic chemicals	X			
Work with fumes or airborne particles	X			
Non weather related –extreme heat/cold	X			
Work near moving mechanical parts	X			
Risk of electrical shock		X		
Vibration	X			

Physical Activity

	None	Under 1/3	1/3 to 2/3	Over 2/3
Standing			X	
Walking		X		
Sitting			X	
Talking & Hearing				X
Using hands/fingers to handle/feel				X
Climbing or balancing		X		
Stooping, kneeling, crouching, crawling		X		
Reaching with hands and arms			X	
Tasting or smelling		X		
Bending, pulling, pushing		X		
Customer Service				X

Lifting Requirements

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds				X
Up to 25 pounds		X		
Up to 50 pounds		X		
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

Noise Levels

	None	Under 1/3	1/3 to 2/3	Over 2/3
Very Quiet (forest, isolation booth)	X			
Quiet (library, private office)			X	
Moderate noise (computer, light traffic)			X	
Loud Noise (heavy equipment/traffic)	X			
Very Loud (jack hammer work)	X			

Vision requirements

- Close vision (i.e. clear vision at 20 inches or less)
- Distance vision (i.e. clear vision at 20 feet or more)
- Color vision (i.e. ability to identify and distinguish colors)
- Peripheral vision (i.e. ability to observe an area that can be seen up and down or

- left and right while the eyes are fixed on a given point)
- Depth perception (i.e. three dimensional vision, ability to judge distances and spatial relationships)
- No special vision requirements

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)