

Thomas Crane Public Library

Senior Library Assistant

General Statement of Duties

A Senior Library Assistant may work at the Main Library or branch locations performing a wide variety of library tasks related to borrower and other public services.

Supervision Received

Works under the general supervision of the Library Director and under the direct supervision of the Head of Circulation and Readers Advisory Services.

Principal Duties

- Gives friendly and helpful service to library users of all ages in person and on the telephone.
- Assists library users in locating and selecting information and materials.
- Assists library users with library computers, photocopiers, microfilm readers and other equipment.
- Assists in all aspects of circulation services including registering library users; charging, discharging and renewing library materials; placing and filling user holds; collecting fees and fines; explaining policies and procedures; processing reports and notices, etc.
- Assists in opening and closing procedures.
- Assists with collection merchandising and maintenance.
- Assists with shelving, shelf reading, shelf maintenance and materials handling.
- Resolves library users' problems and conflicts.
- Participates on library staff committees and attends in-service trainings.
- Works at various locations throughout the library system and may participate in off-site outreach events
- Performs other borrower and public service support duties as required

Qualifications:

Education & Experience

- Bachelor's degree required
- Experience with common office computer applications required
- Public service experience with adults, teens and children strongly preferred

Knowledge, Skills & Abilities

- Must be able to communicate effectively in English, both orally and in writing, and be easily understood on voice telephone
- Fluency in more than one language is highly desirable
- Must be able to perform routine and non-routine procedures involving many steps, and accurately and efficiently sort and shelve materials in alphanumeric order
- Must be able to accurately follow complex written and/or verbal instructions and pay close attention to detail
- Must be able to establish and maintain effective working relationships with coworkers in a team setting; willingness to assist and support coworkers, contribute ideas, maintain flexibility, and adapt to a rapidly changing environment

- Must be able to work independently with limited direct supervision
- Must possess a positive customer service attitude and the ability to be friendly, courteous and tactful with the public
- Knowledge of books, authors and reading genres is highly desirable

Physical Demands & Work Environment

Physical Demands

While performing the duties of this job, the employee is frequently required to:

- Sit or stand for extended periods of time, to bend, stoop, and walk, and to talk and hear
- Use hands to finger, handle, or feel objects, tools, or controls; and to reach with hands and arms
- Lift and carry books and other library materials up to 25 pounds, push loaded book trucks up to 150 pounds, and operate a variety of machinery and equipment, including office equipment such as computers, scanners, copiers, facsimile machines, CD/DVD players and related equipment.
- Vision requirements include close vision, distance vision, depth perception and the ability to adjust focus

Work Environment:

While performing the duties of this job, the employee will encounter hectic or demanding situations, including behavioral issues and frequent interruptions, with maximum flexibility required. The job involves working a varied schedule, including evenings and weekends, and assignment at a variety of library service points and branch library locations. Employees must be willing and able to travel between branch locations and to attend meetings and events outside the library.