

Under the supervision of the Library Director, performs a variety of routine duties associated with reference and technical services. The position has a strong customer service component, including applying and interpreting library policies.

**Hours:**

12-15 hours per week. Some evening and weekend hours may be required.

**Examples of Duties:**

**Essential Functions:**

- Provides friendly and knowledgeable service to patrons.
- Assist in weeding, cataloging, and processing of books.
- Assist with special projects as assigned.
- Assist patrons with locating library materials and effectively using the library.
- Offers user support services, such as program registration, and meeting room reservations.
- Prepare new materials for addition to collection.
- Contacts users via telephone or email as needed.
- Assists in preparing publicity materials and library displays.
- Plans, prepares, and presents library programs.
- Conducts shelf-reading of collection to maintain order in the collection.
- Provides circulation services for customers, assist with faxing, scanning to email, photocopying, and assistance with checkout.
- Basic housekeeping including vacuuming, mopping, cleaning bathrooms and other public areas, dusting, and shoveling in the wintertime.

**Other Duties:**

- As needed, supports the materials handling process, including check-in, sorting, shelving, and retrieving materials requested by patrons.
- Other Duties as assigned.

**Typical Qualifications:**

**Supervisory Requirements:**

- Limited Supervision of High School pages

**Education and/or Experience Requirements:**

- Post High School education desired.
- At least one year of customer service experience required.

### **Supplemental Information:**

#### **Knowledge, Skills, and Abilities:**

- Ability to understand and perform assigned library procedures and apply library policy.
- Strong customer service skills.
- Excellent written communication skills.
- Ability to work independently.
- Knowledge of computer functions and office equipment.
- Attentive to details and strives for accuracy.
- Ability to organize assigned work.

**Physical Demands: Moderate Work:** Must be able to lift up to 30 pounds and push or pull a cart weighing up to 100 pounds or more. Must be able to bend, stoop, lift, or stand for prolonged periods of time. Must be able to use a computer for long periods of time.

**Work Environment: Inside:** Protection from weather conditions but not necessarily from temperature changes. Inside work 95% of the time and outside work 5% of the time.