

WATERTOWN PUBLIC LIBRARY

POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the word "May." This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or shall be construed to create or constitute a contract of employment between any employee or group of employees and the Library. The Library retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

DATE: June 2023

Title: (Library Assistant) **Department:** (Library) **FLSA Status:** (Non-Exempt)

General Summary:

Performs a variety of paraprofessional tasks related to the daily operations responsible for assisting with the operations associated with library circulation, youth, teen and adult service/reference areas

Reporting Responsibility:

Under the direction of the Department Head (i.e. Adult Services Librarian, Children's Librarian, Circulation Manager, a library assistant is responsible for performing paraprofessional tasks which require the exercise of independent judgment, initiative, and discretion based on established policy and procedure. Works with a minimum of supervision to complete daily assignments.

Specific Accountabilities:

- Assists with routine desk procedures at 4 service desks
- Processes library materials for patron use
- Repairs damaged materials
- Promotes library services to library users.
- Responds to, implements,
- and completes paperwork needed for statewide Interlibrary Loan services.
- Collects, sorts, and routes library materials
- Assists with programs and book displays
- Plans and executes library programs
- Re-shelves materials, cleans and straightens the library
- Supervises patron behaviors as needed, assists with monitoring a two story, 41,000 sq ft library
- Performs reader's advisory and reference assistance
- Troubleshoots computer problems in Tech Center
- Troubleshoots library sorter and self-check-out machines
- Checks-out and checks-in library materials
- Handles the registration of new library cardholders and issue library cards.
- Assists with instructing patrons as to how to use library resources; brick and mortar, ILS, and online databases
- Performs other related work as assigned.
- Enjoys working with diverse populations.

Knowledge, Skills, and Abilities:

Essential Training:

Some post-secondary education preferred or library experience. Customer service experience.

- Strong customer service skills with the ability to relate tactfully and courteously with the public to maintain effective working relationships with other employees. Presents the Watertown Public Library and its resources to the public in a positive manner.
- Comfortable with technology to learn the library ILS(Polaris Operating system) and assist patrons with questions about library app and online resources
- Comfortable working with computers, printers, and other office equipment
- Experience with social media platforms
- Familiar with library organization and practices
- Ability to make responsible decisions.
- Ability to follow instructions and to adhere to prescribed department practices.
- Ability to work a flexible schedule including nights and weekends or on an as needed basis.

Physical Requirements

- Continuously requires vision.
- Occasional exertion of up to 25 pounds and occasionally up to 50 pounds.
- Talk or hear
- Use hands to operate computers, answer phones and handle library materials of all sizes.
- Work standing, walking, stooping, kneeling, crouching, reaching with hands and arms and lifting.
- Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the American with Disabilities Act of 1990 (as amended).