

<b>Position Title:</b>	Library Assistant- Patron Services	<b>Date Revised:</b>	5/2/2019
<b>Department/Subdivision:</b>	Library	<b>Classification:</b>	Regular / Part-time / Non-Exempt
<b>Salary Scale/Grade:</b>	Executive / 2	<b>Reports to:</b>	Director

### **General Description:**

Under direction of the Director, responsible for offering welcoming and engaging customer service to the public. Actively promotes library services and programs to patrons, provide reader's advisory and basic reference services. Assists with all circulation functions, opens and closes the library, and directing questions and inquiries from patrons to appropriate staff or services.

Assists with technical literacy curriculum and patron instruction on digital services and other technologies.

Assists with marketing and promotions including social media, monthly newsletter, and other promotional pieces to improve visibility and usage of the library.

### **Essential Duties & Responsibilities:**

Provides high quality assistance to library patrons as they use the library and explore new services. Ensures patrons feel welcome and are able to find the resources, information and/or materials they require.

Prioritizes patron confidentiality and all patron policies.

Oversees all patron service desk processes and procedures. Works with colleagues to be sure staff areas remain orderly and processes are followed correctly.

Processes library checkouts, renewals, returns, holds and registrations, utilizing the integrated library system and adhering to confidentiality policy.

Creates dynamic, visually appealing, and engaging content for social media accounts. Manages a schedule for consistent social media participation. Actively engages with patrons, promotes library events, services, and online resources, and promotes community posts, information, and events. Keeps content consistent with the library brand.

Assist with technical literacy curriculum by creating classes to instruct patrons on library digital services and other technologies.

Assists with quarterly efforts to market digital resources. Contributes creative ideas to these areas with a goal to improve visibility and usage of the services and materials. This includes creating flyers, book displays, writing a press release, and other ideas for outreach and promotion.

Creates monthly newsletter using MailChimp or similar product.

Answers phones, assists patrons and callers with routine questions and directs them to appropriate departments or staff. Explains routine library policies.

Participates in promoting all library events and services by actively engaging with patrons and referring them to printed and online resources.

Assists with opening and closing procedures including unlocking/locking doors and outside patio, maintaining the outdoor flagpole, picking up newspapers, maintaining machinery, removing books from the book drop, and ensuring the library remains orderly and secure.

Ensures all safety procedures are followed and building is secure.

Maintains circulation desk spreadsheets including museum passes registrations and daily statistics.

Monitors and maintains orderliness of assigned library shelves and other library collections; collects and moves books and other materials as required.

Assists with library program preparation and implementation as needed.

Continues education by attending seminars, workshops, and taking courses in library and library-related subjects.

Maintains working knowledge of all library resources and actively promotes to patrons including reader's advisory tools, reference databases, and other online resources.

### **Other Duties and Responsibilities:**

Performs other related duties as required.

Completes training as needed to stay current with emerging technologies and their application in the public library.

Assist in assorted yearly projects.

### **Competencies:**

Commitment to excellence in customer service.

Ability to maintain confidentiality and use appropriate judgment in handling information and records.

Knowledge of library operations, policies and procedures.

Ability to communicate effectively both orally and in writing, to establish positive public relations for the library, and to interact effectively with a wide variety of people.

Considerable ability to pay attention to detail.

Ability to work effectively as a member of a team and independently on projects.

Strong technology skills.

### **Required Education & Experience:**

Any equivalent combination of education and experience demonstrating the necessary knowledge, skills and abilities in library operations. Library experience preferred.

Must be proficient in the use of the computer, especially with Microsoft Office Suite and Integrated Library systems.

### **Supervisory Responsibilities:**

This job has no direct supervisory responsibilities.

Assists in directing volunteers.

### **Work Environment:**

Normal office environment, not subject to extremes in temperature, noise, odors, etc.

Extended periods at standing at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.

Regular interruptions to assist public and co-workers.

### **Physical Demands:**

Regularly required to stand, bend, reach, and lift books, and materials, as well as go up and down stairs.

Regularly required to walk short distances.

### **Travel:**

Occasional travel to professional development opportunities.

### **Position Type / Expected Hours of Work:**

Part-time position. Hours range from 10-28 hours per week depending on assignments.

**Additional Eligibility Qualifications:**

**Work Authorization / Security Clearance:**

- Must pass a pre-employment drug screening
- Must pass a Local, State, and Federal criminal background check
- Must pass a State of New Hampshire Department of Motor Vehicles background check

**EEO Statement:**

The Town of Peterborough provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to age, race, creed, marital status, familial status, physical or mental disability, or national origin. In addition to federal law requirements, Town of Peterborough complies with applicable state and local laws governing nondiscrimination in employment in every location in which it has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall transfer, leave of absence, compensation, and training.

**Duties & Responsibilities are Subject to Change:**

Please note this job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures:**

This job description has been approved by all levels of management:

Department Director \_\_\_\_\_ Date \_\_\_\_\_

Human Resources \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below constitutes employee’s understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_