



Wethersfield LIBRARY

Title: Part Time Library Assistant

Reports to: Public Services Manager

Position Summary:

As a Part Time Library Assistant you will draw on your experience to work with a team of staff to provide outstanding service to the community of Wethersfield. This position requires a customer-focused, detail-oriented, collaborative individual who will help ensure the delivery of quality results.

Essential Duties:

- Provide direct public service to patrons (e.g. in-person, or by phone, email, etc.)
- Perform routine circulation functions (e.g. check in/out, collection of fines and fees, library card registration, etc.)
- Provide directional information to patrons
- Provide general information to users regarding the library's circulation policies, procedures, and services
- Make appropriate referrals to professional staff and other service desks
- May assist with the ordering, processing, cataloging, or repair of library materials, equipment, resources, or supplies
- May assist in program setup and take down
- Operate, and when necessary troubleshoot general office or library equipment
- Shelve or retrieve library materials
- Pack and unpack boxes of books, supplies, materials
- Perform physically demanding work (e.g. lifting heavy boxes, pushing and pulling heavily loaded book trucks)
- May work on special projects
- Performs other duties as required or other tasks/assignments as necessary

Knowledge, Skills and Abilities:

- Demonstrated ability to establish rapport with diverse public and to deliver excellent customer service
- Successfully demonstrated experience working in a fast-paced environment
- Strong verbal and interpersonal skills
- Successfully demonstrated computer experience and keyboarding skills
- Successfully demonstrated ability to follow directions both written and verbal
- Work well independently and as part of a team
- Perform tasks in accordance with established policies and procedures
- Successfully demonstrated ability to handle multiple assignments simultaneously and meet deadlines
- Strong aptitude for continued learning
- Successfully demonstrated reliability, flexibility, and initiative
- Ability to travel to required locations

Required Qualifications:

- High school diploma or equivalent
- One year of experience working in a library setting or similar customer service environment
- Excellent customer service skills
- Ability and desire to work with a diverse public
- Ability to push, pull, and lift an object that weighs up to 30 pounds
- Ability to push, pull, maneuver, and steer fully loaded book trucks which can hold objects, boxes, or materials up to 100 pounds
- Knowledge of and demonstrated experience with computers
- Schedule must be flexible to include evenings and weekends
- Valid driver's license

Preferred Qualifications:

- Library Technical Assistant certificate or degree

Physical and Mental Requirements/Work Environment:

Required for essential duties; reasonable accommodations will be considered under the Americans with Disabilities Act; this list is not all inclusive and may be supplemented as necessary.

- Ability to get from one location in the library to other locations within or outside the library
- Ability to stand for long periods of time
- Ability to sit for long periods of time
- Ability to perform manipulative skills such as writing, collating, using a keyboard and/or calculator with speed and accuracy for long periods of time
- Ability to see and read text, numbers, data, charts, diagrams, and information closely
- Ability to read text, numbers, data, charts, diagrams, and information from a computer monitor
- Ability to hear normal sounds with background noise in person or when using a telephone
- Ability to understand verbal communication and communicate through speech
- Ability to communicate effectively in oral and written form
- Ability to maintain files and records and to make mathematical calculations using a calculator
- Ability to reach, bend, stoop, kneel, crawl, and crouch
- Ability to push, pull, and lift objects that weighs up to 30 pounds
- Ability to push, pull, maneuver, and steer fully loaded book trucks which can hold objects, boxes, or materials up to 100 pounds
- Ability to concentrate on details, issues, and assignments with interruption, pressure and changing priorities
- Memory to perform multiple and diverse tasks over long periods of time and ability to remember information that has been read, studied or previously learned
- Ability to use knowledge and reasoning to solve problems
- Ability to distinguish between public and confidential information and handle each appropriately
- Ability to learn and apply new information, technology, and legislation applicable to library services, activities, and workflows
- Ability to maintain an even temper while providing service to the public
- Works in a public library and office setting subject to interruption, heavy traffic flow, and heavy work volume expectations
- May be exposed to dust and electro-magnetic radiation
- Ability to work a schedule which includes evening and weekend work, as well as occasional coverage of shifts for other employees as required by illness or vacation

The above description is illustrative and not a complete itemization of all facets of any job.