

Town of Boxborough, MA

POSITION: Senior Library Assistant

DEPARTMENT: Sargent Memorial Library

FLSA STATUS: Non-Exempt

REPORTS TO: Library Director

GENERAL SUMMARY:

The Senior Library Assistant reports directly to the Library Director and must have the ability to work well in a team environment with excellent interpersonal and customer service skills. The main responsibility of the Senior Library Assistant is to assist patrons either in person or over the telephone and facilitate the circulation of the library collection. Senior Library Assistants are required to provide excellent customer services while following library policies, must be detail oriented and have excellent organizational and communication skills, and be able to assist patrons with basic technology issues.

SUPERVISION SCOPE

Performs a variety of self-directed duties requiring attention to detail and customer service skills. The position does not supervise any other people.

SUPERVISION RECEIVED

The position works under the general direction of the Library Director in accordance with Massachusetts General Laws, and library and library network policies.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The main responsibilities of a Senior Library Assistant include, but are not limited to:

1. Carry out library opening and closing procedures.
2. Perform circulation tasks such as: check materials in and out, renew items, handle reserves, process interlibrary loans, and register new patrons.
3. Provide basic reference services.
4. Help patrons locate library materials and retrieve items for holds.
5. Collect and process? fines, copier fees, and donations.
6. Notify patrons of overdue materials using established protocols.
7. Provide basic computer troubleshooting.

OTHER DUTIES AND RESPONSIBILITIES

The duties listed above are intended only as examples of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

REQUIRED MINIMUM QUALIFICATIONS

- High school diploma or equivalency.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Proficient with computers and mobile devices
- Communicate clearly, both in speech and in writing
- Demonstrate positive attitude, excellent interpersonal skills, cultural sensitivity, and a sense of humor in working with patrons, coworkers, and community
- Customer service experience preferred.

TOOLS AND EQUIPMENT USED

Computers, calculator, copier, fax machine, phone, and other general office equipment.

PHYSICAL REQUIREMENTS

The physical demands listed are representative of what is required to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to fulfill the essential functions of the position.

- Must be able to verbally communicate information clearly and exchange accurate information with others.
- Must be able to constantly operate a computer and other office productivity machinery, such as a copy machine and computer printer.
- Must be able to move freely around in the library and retrieve books and materials from the ground level shelf as well as the higher shelves. Walking, bending, stooping, reaching, and lifting are required actions.
- Frequently moving materials such as books and office equipment weighing up to 15 pounds and infrequently up to 30 pounds.
- Must be able to work productively and tolerantly in an environment with occasional lengthy periods of noise from programs.

WORK ENVIRONMENT

Work is performed at the circulation desk in the public area. Work environment is usually moderately noisy but can be loud during children's programs.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position, unless such accommodations would pose an undue hardship on the Town.

This Job description does not constitute an employment agreement or contract between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

**Recommended: July 10, 2023
September 12, 2023**

Approved (Name): Personnel Board

Approved (Date): February 13, 2024