

DERBY PUBLIC LIBRARY

PART TIME PUBLIC SUPPORT SERVICES LIBRARY ASSISTANT

Department: Public Support Services
Reports to: Public Support Services Coordinator
Work Classification: Part-time, Non-exempt, Hourly, Sick Leave, Vacation, Holiday, Retirement Benefits if regularly scheduled 20 hours or more per week

Basic Function:

Provides public service assistance to library users of all ages; specifically circulation and reference responsibilities.

Work Schedule:

Work hours will be determined on an ongoing basis. Because the Library is in operation 66 hours per week, 7 days a week, scheduling flexibility is necessary. No specific schedule is guaranteed for this position. Evening and weekend hours will be required.

Position Responsibilities:

- A. Performs general circulation functions including, but not limited to:
 - 1. Check-in and check-out of materials.
 - 2. Collection of fines and fees as necessary.
 - 3. Process or update library user information.
 - 4. Place and process library user holds.
 - 5. Shelving and stacks maintenance as assigned.
 - 6. Shelf reading as assigned.
 - 7. Process overdue notices
 - 8. Perform circulation functions at drive thru window including answering library telephones.
 - 9. May be responsible for cash register drawer on assigned evenings and/or weekends.
- B. Provides general library information.
- C. Provides public service assistance for all ages including general reference, research, archival requests and reader's advisory.
- D. Public service assistance may be conducted in-person, by telephone, e-mail, online or other communication methods.
- E. Assists library users of all ages with technologies, including, but not limited to use and troubleshooting for public personal computers, online (Internet) searches, database searches, microfilm, copiers, etc.
- F. May assist with displays, etc., as assigned.

- G. May assist with collection development and analysis as assigned.
- H. May assist with departmental training including new library staff, volunteers and community service workers as assigned.
- I. May assist with the preparation of departmental forms and library signage, etc., as assigned.
- J. May plan and coordinate adult programming as assigned.
- K. May prepare bibliographies, bookmarks, brochures, etc., as assigned.
- L. May conduct library tours.
- M. May be expected to participate in library special events requiring evening and/or weekend hours.
- N. Attends training and continuing education programs to keep informed of departmental and library trends.
- O. Performs other duties as assigned.

Knowledge, skills or expertise required:

Knowledge of basic library operations.
Computer literate.
Ability to perform general troubleshooting of public use computers.
Good organizational skills.
Strong decision-making skills.
Effective oral and written communication skills.
Ability to use sound judgment and problem solving skills.
Ability to work well with the general public.
Strong commitment to customer service.
Ability to be adaptable to change with a positive attitude.
Ability to establish professional interactions with co-workers.

Minimum Qualifications:

Must have high school diploma or equivalency.
Must be able to communicate clearly and concisely in both oral and written format.
Must be able to reach, bend, lift, stoop or squat to place library materials on shelves.
Must be able to push a fully loaded cart that may weigh up to 250 pounds.
Must be able to use manually operated equipment.

Preferred Qualifications:

Experience working in a library.
Customer service experience.