

**Town of Pelham
Pelham Public Library
Library Assistant II**

General Description:

The Library Assistant interacts with library patrons, assisting them with routine questions and directing them to appropriate locations or staff. Performs routine circulation functions, processing library checkouts, renewals, returns, reserves, fines, and new patron registrations.

Principle Responsibilities and Duties:

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

Processes library checkouts, renewals, returns, reserves and registrations, utilizing the automated library system.

Maintains program sign-ups and reservations for museum passes.

Calculates and collects fines for overdue, lost or damaged materials. Verifies and completes details of patron registration.

Participates in collection development; examines book reviews and other relevant resources to recommend the selection of library materials. Assists in collection weeding.

Assists in supervision of general library conditions to ensure reasonable quiet, orderliness and patron compliance with library policies while in charge of building, referring problems to appropriate supervisor when necessary.

Answers basic reference and technology questions at public desk and assists the public by email, phone, or in person.

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 well as some aspects of Inter-Library Loan as necessary.

Assists in cataloging and processing of library materials as necessary.

Participates in preparation of display of library materials and other user aids.

Performs other related duties as required.

Skills, Knowledge and Abilities:

- Ability to work effectively as a member of a team.
- Ability to work independently while maintaining effective working relationships with all levels of staff in the library system.
- Commitment to excellence in customer service.
- Must be expertly proficient in the use of the computer, especially with Microsoft Office Suite and Integrated Library systems. Koha experience a plus.
- 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.

Minimum Qualifications:

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

Independent Action:

Establishes own work plan and priorities to assure timely completion of work in conformance with established library policies and practices, referring matters not covered by an established policy to the Circulation Supervisor or Children's Services Librarian.

Supervisory Responsibility:

May provide guidance to Library Assistants and volunteers in the absence of Library Department Heads.

Supervised by:

Works under the general supervision of the Assistant Director or Director, with direct supervision by Head of Children's Department.

Physical and Environmental Standards:

- Operates in open public areas with high public traffic volume, not subject to extremes in temperature, noise, odors, etc.
- Frequent interruptions to assist library patrons.
- May spend extended periods at computer, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Sustained periods of standing and walking.
- Lifting and carrying of books and other library materials.
- Travel by personal automobile to professional meetings, workshops, and conferences.
- Regular schedule includes some evening and weekend hours.

This position is hourly, FLSA non-exempt.

Approved by the Board of Library Trustees

Updated 2.3.2020