

LIBRARY
Department Assistant/Library Assistant

DEFINITION

Position is responsible for providing administrative and bookkeeping support to the Library Director, in addition to performing regular circulation and reference duties, assisting the general public, and facility oversight.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended only as illustrations of the various type 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.

Assistant Duties to the Director:

- Monitors expenditures of the library and maintains trustees monthly budget document; prepares financial reports and weekly turnover of cash and checks to the Town Treasurer
- Prepares weekly warrant for Library Director
- Maintains and updates department files including vendor files, payroll, timesheets, warrants, and library operating and gift accounts
- Processes payroll and maintains accrual balances
- Prepares deposits from money collected in fines, printing, and other charges
- Prepares a variety of correspondence, memoranda, forms and reports, as well as collecting relevant tax-related forms from vendors
- Responds to inquiries, requests and concerns from vendors, the public, staff, volunteers and other departments
- Performs research, compiles information and drafts reports as assigned by the Director
- Maintains close vendor relations for the purpose of maintaining financial propriety and services on schedule, and resolving any issues that present changes or challenges
- Monitors and tracks office and computer supplies for the entire facility. Orders and tracks all supplies as necessary.
- Assists the Library Director in personnel, budget, building, technology, and administrative matters
- Gathers statistics for the Annual Report, ARIS reports, and other reports as needed

Facility-Related Duties:

- Participates in monitoring the physical safety and appearance of the building and grounds in coordination with the Director and other appropriate staff
- Assists the Director in maintaining a regular building maintenance schedule
- May research and procure equipment for custodial services or the library facility, as needed.

- Regularly monitors equipment and areas of the building for functionality and maintenance issues, for example HVAC or sump pump mechanicals, and reports issues to the director. Schedules and coordinates vendor repair appointments.

Circulation and Reference Service Duties:

- Serves at circulation and reference desks following the established procedures and policies for all associated service operations.
- Provides assistance to library patrons in using CLAMS system and digital resources
- Coordinates the scheduling of meeting rooms and assists with tracking hours of public use
- Participates in cataloging serial publications and maintaining proper catalog records of other materials
- Educates patrons on library utilization including library computers to access print and non-print materials, including state-wide catalogs, database and local offerings
- Instructs patrons in the use of various library media and equipment, and has working knowledge of all library patron equipment
- Assist patrons with research and reference questions
- Provides tutorials to patrons on use of digital services
- Troubleshoots and solves hardware and software problems with patrons. Coordinates with town IT Manager when needed
- Assists patrons with the library's computer applications and printing needs
- Provides professional reference and circulation services at public service desk(s) as needed
- Provides information and assistance to library patrons; provides instructions on the effective use of resources and technology
- Coordinates with Collections Specialist in collection development through selection and withdrawal of library materials
- In conjunction with Reference and Technology Librarian, communicates Reference Department expectations and culture through maintenance of the Reference Manual
- May be asked to design or edit signage or brochure materials for patron use
- Involved in most day to day operations of library for use by patrons
- Performs a variety of related duties

SUPERVISION RECEIVED

Under general supervision. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee refers unusual situations to the supervisor for advice and further instructions.

ACCOUNTABILITY

The nature of work means that errors are usually detected in succeeding operations.

Consequences of errors, missed deadlines, or poor judgment may include time loss caused by back checking by others and slowdowns in the processing of the work. Errors are generally confined to a single department, such as billing or accounting errors.

JUDGMENT

The work involves numerous standardized practices, procedures, or general instructions that govern the work and in some cases may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

COMPLEXITY

The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with coworkers incidental to the purpose of the work and involve giving and receiving factual information about the work. Ordinary courtesy and tact are required.

CONFIDENTIALITY

Incumbent has access at the departmental level to a variety of sensitive and confidential information.

EDUCATION AND EXPERIENCE

Bachelor's Degree or equivalent required, preferably finance-related, with additional coursework in library science preferred; one (1)-year's prior relevant work experience; or any equivalent combination of education or work experience.

KNOWLEDGE, ABILITY, AND SKILLS

Must have knowledge of the principle and practices of library work, organizational management and building operations. Knowledge of the principles, policies and procedures of bookkeeping, payroll and office management.

Must have the ability to interact in a positive and effective manner with coworkers, volunteers and the public as well as being able to work independently. Ability to deal with people in a tactful, courteous and effective manner.

Skill in working with details with accuracy and in a timely manner. Skill in performing multiple tasks simultaneously despite interruptions.

WORK ENVIRONMENT

Administrative work is performed in an office environment. Noise or physical surroundings may be distracting.

Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, libraries or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls and observance of fire and building safety regulations. Schedule may require work on evenings and weekends.

PHYSICAL, MOTOR, AND VISUAL SKILLS

Physical Skills

Administrative work is performed in an office setting requiring sitting, standing, walking. When working with library materials, may require some agility and physical strength, such as moving books and other materials or standing or walking most of the work period. There may be need to stretch and reach to retrieve materials or move equipment.

Motor Skills

Duties may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment. Word processing skills are required.

Visual Skills

Visual demands require routinely reading documents for general understanding and analytical purposes.