

# Library Assistant Job Opening

## Job Description

### **This position requires:**

- Outstanding customer service skills
- Ability to communicate effectively in writing, verbally, and electronically
- Ability to utilize automated circulation system and to execute circulation policies and procedures
- Excellent computer skills
- Ability to deal with multiple tasks and give friendly, respectful, and helpful service to all library users

### **Duties and Responsibilities:**

The following functions are considered essential to this position but are not intended to be all-inclusive. Other library-related projects and duties will be assigned as needed.

- Acting Person in Charge in the Library Director's absence.
- Responsible for the day-to-day functions of the Circulation Desk including working directly with the public when taking or returning materials, checking library materials in and out, calling daily overdues, updating patron account information, troubleshooting patron concerns or questions, managing payments from the public, and answering the telephone.
- Inspect incoming and outgoing library materials for damage and missing parts. Communicate with borrowers and/or other libraries regarding replacement costs. Partners as needed with the Library Director to make the final determination about replacement.
- Register and orient new borrowers
- Provide readers with advisory and reference services to the public or direct them to another staff member as needed.
- Responsible for the library's interlibrary loan service and all tasks associated with that service
- Accurately and efficiently search a variety of online catalogs and databases for the location of materials requested by library patrons.
- Assist patrons with equipment such as computers, automated catalog, photocopiers, and scanner
- Promotes library activities and programs to the public in person, electronically and in written format.
- Enforce library policies in an equitable manner
- Interpret library policies and procedures and explain them to the public.
- Open and close the library according to the established procedures.
- Catalog and process materials
- Shelf materials as needed and as time permits; maintain integrity of collection by reading shelves
- Communicate any pertinent event, messages, or actions to other staff members

**Qualifications:**

- High school/GED required; some college coursework preferred
- Library experience preferred
- Exemplary customer service skills with customer service experience
- Computer literacy expected including but not limited to Internet apps, MS Office, and the ability to troubleshoot
- Sound judgment, initiative, tact, and courtesy, attention to detail, and organized
- Ability to maintain effective working relationships with patrons, staff, etc.
- Ability to lift boxes and books and push book carts weighing upwards of 20 pounds
- Ability to stand, sit, bend, and reach

This job is for the following hours: Tues. 10:00 am –7 pm Wed. & Thurs. 2 pm – 7 pm, plus two Saturdays a month 9:45 am-2 pm. Approximately 18-22 hours a week.

We are accepting applications from candidates who can work some or all of these shifts.

Wage ranges from \$12 – \$14 an hour depending on experience. This is not a benefits-eligible position.

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