



Library Assistant

Town of Boxborough, MA

Position Purpose:

Performs technical and clerical work related to the circulation of library materials; performs a variety of clerical tasks. Assists patrons with their needs.

Supervision Scope:

Performs varied activities that require independent action and judgement in addressing issues/problems, some of which are unusual in nature and often require further research and investigation.

Supervision Received:

Works under the direction of the Library Director. Receives assignment direction from Librarians.

Supervision Given:

None

Job Environment

Work is basically office-type but may require non-sedentary duties involving moderate physical efforts required in performing duties under typical library conditions.

Distinguishing Characteristics

Work activities require occasional independent action and judgement as procedures, practices and precedent guides actions. Unusual cases or questionable matters are referred to the position's manager for resolution.

Contacts are with employees within and outside the Department, as well as the public. Requires working cooperatively with others and answering the public's questions with courtesy and tact.

Requires working knowledge of library network procedures and policies.

Requires maintaining confidentiality of department material, including the privacy of patron's requests and checked-out materials.

Errors could impact the work of others within or outside the department resulting in rework, and time loss.

Job Title: Library Assistant

FLSA: Non-Exempt

Date voted by the Personnel Board: 9/2013. Revised 4/20/2021

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Examples of Work

Checks materials in and out; renews and shelves materials; handles reserves and interlibrary loans for patrons; registers new patrons in database.

Answers telephone inquiries; sends faxes. Calls patrons when necessary on overdue or missing materials.

Repairs or discards damaged books.

Shelf-reads collection and maintains orderly periodical collection.

Collects fines, copier fees, and donations.

Assists patrons with use of copier, internet, and public access catalogs and maintains equipment supplies.

Answers reference questions based on experience; refers complex questions to librarians.

May pick up, sort and distribute mail and community information.

Maintains orderly appearance of library areas.

Performs other position related duties as required.

Recommended Minimum Qualifications

Education, Training, and Experience:

Two or more years of college education, and 6 months of library experience or any equivalent combination of education and experience.

Special Requirements:

Work schedule may require working evenings and weekend.

Knowledge, Ability and Skills:

Knowledge: Requires familiarity with the Dewey Decimal system, office procedures, and basic knowledge of computer applications and department-specific programs and databases.

Ability: Ability to establish and maintain effective working relationships with co-workers, and diverse general public. Ability to maintain accurate records. Ability to communicate effectively orally. Ability to work independently when required and to understand and follow written and oral instructions.

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Skills: Requires skill in operating office equipment including operating a keyboard with efficient speed. Requires skill in filing alphabetically and numerically. Requires organizational and planning skills so the employee can return to work activities when interrupted to assist patrons. Adapts to changing technology.

Skill in word processing, database, spreadsheet, presentation and other software applications, and specialized equipment.

Physical Requirements:

Work frequently requires talking, listening, standing, walking, and sitting for extended work periods. Frequently required to bend/stoop and carry/lift (normally no more than 25 pounds).

While performing the duties of this job, the employee is required required to handle or feel objects, tools or controls and reach with hands and arms.

Work requires eye-hand coordination to operate a keyboard, media equipment and general office equipment.

The employee must be able to view computer screens and numbers, read general documentation, statistical reports and computer screens.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The duties listed above are intended only as illustrations 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. This position description does not constitute an employment agreement between the Town and the employee and is subject to change by the town as the needs of the Town and requirements of the job change.

Position description received by: _____ Date: _____

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