



# Sr. Library Assistant

Town of Boxborough, MA

## Position Purpose

Performs technical, para-professional, and clerical work related to the acquisition, processing, and circulation of library materials, library outreach, programming and reference.

## 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.

## Supervision Given:

Trains pages, volunteers and library assistants, as required.

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

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. Interactions require discussion and interpretation of patron's needs in order to determine how best to proceed.

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

Requires working knowledge of library network procedures and policies.

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

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FLSA: Non-Exempt

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

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## Examples of Work

*Sr. Library Assistants may specialize in one or more major areas listed.*

### Circulation

- Checks materials in and out; renews and shelves materials; handles reserves and interlibrary loans for patrons; registers new patrons in database.
- Answers telephone inquiries.
- Repairs or discards damaged books.
- Shelf-reads collection and maintains orderly periodical collection.
- Collects fines, copier fees, and donations; notifies patrons of overdue materials.
- Performs data entry functions such as deleting library materials from records.
- Communicates with library network to report database errors and request bibliographic records.

### Reference/Technical Services/Programming

- Assists patrons with use of copier, internet, reference, public access catalogs, and databases; assists patrons locating library materials.
- Answers reference questions based on experience; refers complex questions to librarians.
- Works with Library Director, as needed in arranging library-sponsored programs.
- Assists book groups by ensuring book and material availability.

### Office Administration

- Opens and closes library, and coordinates library operations when position incumbent is the senior staff member on duty.
- Maintains orderly appearance of library areas.
- Prepares statistical reports, calendar of events, attendance records, notices and flyers of library events, correspondence and other reports, as required.
- Monitors purchases and expenses against budget and alerts Library Director of discrepancies; tracks purchases against purchase orders and invoices; coordinates returns and credits; processes accounts payable.
- Inventories and maintains appropriate quantities of office and library supplies.
- Performs routine maintenance on office equipment and arranges for equipment servicing when needed.

### Children's Room

- May assist in preparing and conducting weekly programming, such as story times.
- Assists in the preparation and creation of the State's summer reading program including obtaining sponsorship of prizes from local business community and organizing related craft and story times.

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### Systems/User Support

- Assists when needed in maintenance and updates to software on library computers.
- Resolves hardware and software issues for patrons and staff if possible.
- Picks up, sorts and distributes mail and community information.
- Provides coverage for other library staff in area of specialty, as needed.

## Recommended Minimum Qualifications

### Education, Training and Experience:

Two or more years of college education, one year of library experience or any equivalent combination of education and experience.

### Special Requirements

*Work schedule may require working evenings and week-end.*

### 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 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.

*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.

*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.

### Physical Requirements:

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

While performing the duties of this job, the employee is required to handle, or feel objects, tools, or controls. 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, and read reports.

*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.*

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*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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