

**Town of Erving, Massachusetts  
Draft Job Description**

<b>Position Title:</b>	Substitute Library Assistant	<b>Grade Level:</b>	A
<b>Department</b>	Library		
<b>Reports to:</b>	Library Director / Assistant Director	<b>Range:</b>	

**Statement of Duties:** The Substitute Library Assistant is responsible for the provision of circulation services and other library services in support of department operations. Employee is required to perform all similar or related duties.

**Supervision Required:** Under general supervision of the Library Director or the Assistant Director, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied enough to keep the supervisor aware of progress, ensure that completed work and methods are technically accurate and that instructions are being followed.

**Supervisory Responsibility:** The employee does not have any supervisory responsibility.

**Confidentiality:** Employee has access to confidential information of the department in accordance with the Commonwealth's Public Records Law such as patron records.

**Accountability:** Consequences of errors, missed deadlines or poor judgment may include adverse public relations, jeopardized programs, labor/materials costs, and monetary loss.

**Judgment:** Numerous standardized practices, procedures, or general instructions 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.

**Work Environment:** The work environment involves everyday discomforts typical of a public library setting subject to frequent interruptions. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours on weekends or evenings in accordance with the library's hours of service. Employee may be asked to pick up a shift with short notice, as is the nature of substitute work.

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**Nature and Purpose of Public Contact:** Relationships with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients, vendors doing business with the department and staff of other libraries. More than ordinary courtesy, tact, and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

**Occupational Risk:** Duties of the job present little potential for injury to the employee. Risk exposure is like that found in public library settings.

**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.*

1. Responsible for working at the circulation desk checking materials in and out of the library.
2. Instructs patrons in use of print and electronic reference sources.
3. Determine when appropriate to refer more complex reference requests to the permanent staff or Director.
4. Assists patrons with computer needs, locating materials, literature requests, recommending appropriate titles, searching automated catalog and other electronic databases and assisting patrons in locating materials in the collection.
5. Assists patrons with reserve and inter-library loan requests. Contacts other libraries that belong to the C/W MARS system to obtain library books or materials in response to patron's requests
6. Shelves books, magazines, and audio-visual materials in the collection and maintain order of same.
- 7.

**Recommended Minimum Qualifications:**

**Education and Experience:** High School diploma or comparable level of knowledge; one (1) year prior work experience; or any equivalent combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Special Requirements:** None required.

**Knowledge, Abilities and Skills**

**Knowledge:** Demonstrated working knowledge of computer systems and customer service.

**Abilities:** Ability to work independently with a high degree of accuracy with frequent work interruptions; ability to use a variety of personal computer software programs as well as print and

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electronic resources. Ability to work with members of the public of all ages and maintain a welcoming environment in the library.

**Skills:** Proficient customer service skills. Proficient oral and written communication skills.

**Physical and Mental Requirements**

*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 position's essential functions.*

**Physical Demands:** Work requires some agility and physical strength when lifting or accessing library books and materials and when required to climb a ladder. Occasionally, work may require lifting department equipment and carrying them. There may be a need for the employee to be able to stretch and reach in order to retrieve materials.

**Motor Skills:** Duties may involve assignments requiring the application of hand and eye coordination with finger dexterity and motor coordination. Examples include but are not limited to keyboarding, filing papers, using book carts, and shelving books/library materials.

**Visual Demands:** Visual demands require the employee to constantly read print and computer documents for general understanding and for analytical purposes; the employee is routinely required to determine color differences.