

**TOWN OF NORTH BRANFORD**  
**Position Description**

**Job Title: Library Assistant**

**Locations: Atwater Library 1720 Foxon Road North Branford**  
**Smith Library 3 Old Post Road Northford**

**General Purpose:**

This position performs all circulation desk functions in both the adult and children's departments. Working closely with the public and often serving as a patron's initial point of contact with the Library, the varied duties for this position range from simple clerical tasks to assisting with the information needs of the public. Variable schedule includes both evening and weekend hours with availability to substitute for other staff members.

**Supervision Received:**

Works under the general supervision of the Library Director and Department Heads or supervising Librarian.

**Supervision Exercised:**

None.

**Description of Duties:**

- Perform the full range of circulation desk duties and procedures by operating and utilizing the integrated library system
- Delivery of excellent customer service to all ages
- Assist users locating materials through the online catalog
- Respond to patron inquiries in person or over the phone
- Perform basic reference work and/or refer requests to the librarian in charge when appropriate
- Responsible for shelving and shelf-reading library materials as well as straightening shelves to keep the library collections in good order
- Educate patrons on library services, collections and technology; provide instruction to patrons in the areas of library services and resources, online databases and searches
- Support, promote and implement library policies and procedures
- Stay informed of library activities; assist with and facilitate library programming events as needed
- Assist patrons with the use of computers and technology; troubleshoot technical problems on patron devices
- Other tasks and duties as assigned

**Knowledge, Skills and Abilities:**

- Proficient computer and technology skills and familiarity with Microsoft Office and social media applications
- Working knowledge of library materials organization and other methods and practices
- Strong commitment to customer service with the ability to foster relationships and serve all ages of the public courteously and efficiently using tact and good judgment

- Attention to detail
- Ability to prioritize tasks
- Ability to work independently on assigned tasks
- Ability to demonstrate flexibility in responding to everyday demands and adapt to constantly changing technology
- Ability to communicate effectively, both orally and in writing
- Strong interpersonal skills
- Possess critical thinking skills with the ability to draw conclusions or approaches to problems to implement solutions
- Ability to establish and maintain an effective working relationship with superiors and associates with a professional and service-oriented attitude

**Qualifications:**

High school diploma or library technical assistant certificate is preferred with prior work or volunteer experience in a library or customer service related field, or an equivalent combination of education and experience.

**Tools and Equipment Used:**

Personal computer, integrated library system (ILS) for accessing and managing library resources and inventory, Microsoft Office products and other software applications for word processing and data organization. Other types of commonly available office equipment are also used including telephone, copy machine and facsimile machine.

**Physical Demands:**

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. While performing the duties of this position, the library assistant must have the ability to communicate effectively orally, in writing and by listening, in the activities of speaking, providing instructions, conversation, and in notes, memoranda, correspondence and reports. Duties include assisting patrons in their use of the library and physically locating and obtaining information and materials, of a wide variety of shapes and sizes, throughout the library. While performing the duties of this job, the employee must respond to the physical demand of standing for long intervals, bending, lifting, squatting and moving and carrying materials (book trucks, boxes and piles of books) weighing up to twenty-five pounds. Sufficient vision and observation skills are essential to permit the employee to read, sort and shelve library materials and maintain patron and catalog records.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee works inside either of the Town's two public libraries. The work locations for this position include the Atwater Memorial Library in North

Branford and the Edward Smith Library in Northford, where the noise level in these two environments is moderately quiet.

**Selection Guidelines:**

Formal application, rating of education and experience, oral interviews (possibly with a written component) and reference checks.

**The duties listed above are intended 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 logical assignment to the position.**

**The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job changes.**

Revision History: October 2, 1979

Date of Town Council Approval: July 9, 2019

Effective Date: July 10, 2019

**NORTH BRANFORD IS AN EQUAL EMPLOYMENT/AFFIRMATIVE  
ACTION EMPLOYER**