

**TOWN OF GORHAM
BAXTER MEMORIAL LIBRARY
SUBSTITUTE LIBRARY ASSISTANT**

GENERAL SUMMARY

Substitute Library Assistants work as part-time, on-call paraprofessionals under the direction of the most senior staff person scheduled in the department to which they are assigned, which may vary from shift to shift, but which is generally either the Public Services Librarian or the Youth Services Librarian. This position involves customer service and handling multiple duties at a busy library but always in the company of a regular staff person who can provide assistance or instruction as needed. Work is varied in nature and may involve irregular hours including evening, Saturday, and possibly Sunday hours.

POSITION CLASSIFICATION: This position is classified as an hourly (non exempt) position.

SUPERVISORY RESPONSIBILITIES: None.

ESSENTIAL JOB FUNCTIONS

- Must be able to deliver quality customer service to a diverse public under varied conditions.
- Must be able to establish and maintain effective working relationships with coworkers and volunteers.
- Must be able to maintain focus under varied conditions including stressful, noisy and distracting conditions.
- Must be able to stand, walk, talk, listen, stoop, kneel, reach, and lift up to 30 pounds.
- Must have normal vision and be capable of using telephones, computers, printers, scanners, photocopiers and other office and telecommunications equipment.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

DUTIES AND RESPONSIBILITIES (Illustrative Only)

- Assists adults and children in the use of the library.
- Checks library items in and out of the library according to established policies and procedures.
- Issues library cards according to established policies and procedures.
- Effectively communicates general library information and library policy to library patrons.
- Assists in keeping the library neat and tidy.

These are illustrative and temporary work guidelines. The employee in this position is expected to perform other work as assigned.

DESIRABLE EXPERIENCE, TRAINING AND SKILLS

- Strong service orientation and ability to provide quality customer service to a diverse public.
- Ability to assist patrons in the use of the library and library resources, including electronic resources.
- Ability to remain calm and pleasant under pressure.
- Ability to work effectively with other members of the library staff.
- Ability to be flexible and to try new ideas.
- Ability to keep confidential information confidential.
- Ability to understand and follow complex oral and written instructions.
- Ability to use good judgment and to seek clarification of instruction when necessary.
- Ability to interpret and follow Town and Library policies, rules and regulations.
- Ability to communicate effectively, both verbally and in writing.
- Computer training and experience including basic typing, word processing, Internet and computer skills.
- Demonstrated attention to detail.

EDUCATION AND EXPERIENCE

It is preferred that an employee or candidate for this position has at least some experience either working in or volunteering for a library, as well as practical experience working with the public. Candidates with an equivalent combination of training and experience will also be considered.

WORKING CONDITIONS/PHYSICAL DEMANDS

- Moderate physical activity with lifting of up to 30 pounds and occasional lifting of objects weighing over 30 pounds.
- Must be able to bend, pull, reach, stoop, stand, walk, and kneel.
- Work is in a library building with moderate, and occasionally high, stress.
- Work may include weekday, evening and/or weekend work.

The above statements are intended to describe the general ratio and level of work being performed by people assigned to do this job. It is not intended to be an exhaustive list of responsibilities and duties required. This job description may be changed, at any time, at the sole discretion of the Town of Gorham to provide for the changing community needs of the Baxter Memorial Library.