

# Pillsbury Free Library Personnel Policy and Manual

## Job description for Library Assistants (12-15 hrs/wk)

### **Summary:**

Library Assistants are responsible for many clerical aspects of library services as well as almost constant interaction with the public. Certain tasks (\*) may be assigned primarily to one particular assistant at times due to schedule or skill level, but in general, assistants should have a basic understanding of the duties outlined in this job description in order to complete them if the person usually responsible for a task is unavailable. New tasks may be assigned (with training) as Library services change, or new services or technology are added.

### **Qualifications and Experience**

**Physical:** Ability to move small boxes of books, reach up and get down low to shelf or retrieve books as needed.

**Education:** Minimum of High School diploma or G.E.D. certificate with excellence in reading and writing skills including alphabetization. 2 or more years of college level education preferred.

**Skills and Experience:** Computer experience is required, including Internet searching and Email. Experience with Microsoft Office or similar programs, and social networking software is desirable. Library or retail experience is desirable.

**Other:** Must have excellent character references. All new hires must have satisfactory NH Criminal Background check. Must have excellent “people skills” for interacting with the public. Must be self-motivated and able to work without constant supervision.

### **Responsibilities**

#### **Interaction with the public:**

Works at the checkout desk to check items in or out, fills out requests for interlibrary loans, etc.

Provides reference service, reader’s advisory, etc. as needed. Refers questions to other staff as needed.

Explains the collections and services to new borrowers as needed.

Explains and processes new borrower card applications and \*assists with keeping the borrower files current.

Assists public with copier, computers, scanning, printers, and other library equipment as needed, as far as practical.

Promotes library programs and new services, including online resources and digital book apps.

Informs other staff of current topics of interest or concerns of the public.

Supervises volunteers when asked to do so or when working together on a project.

Is alert to public safety; prevents unsafe actions, calls for emergency services, assists with evacuation of library if needed.

Is aware of library user interactions and takes action to prevent or stop unacceptable behavior when noticed.

#### **Inter Library Loan:**

Processes patron requests, searches and requests items from other libraries, informs patron about problems / status.

Uses NHU-PAC (online) and NHAIS-ILL email daily to check for requests, lend and return items to other libraries, record progress of items, etc.

\*Processes incoming items for patrons by adding records, barcodes, recording lender info, updating

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NHUPAC status and calling patrons (mostly delivery day)

Keeps meticulous record of each step on ILL forms, communicates unusual situations to other staff.

Informs other libraries of ILL issues in a timely manner by email, phone or Van.

\*edits outdated ILL item records in catalog, updates NHUPAC status and files or shreds paper forms when no longer needed, as outlined in procedures.

### Maintaining an organized collection:

Organizes materials into categories as they are returned, to facilitate efficient re-shelving / return to other libraries, etc.

Returns items to their shelf location, tidies and checks the order of other items on the shelf as far as time allows.

Informs Director or Children's Librarian of subject areas discovered to be lacking or out of date in the collection.

\*Magazine collection: checks in new magazines, creates new item record and applies barcodes, adds subject headings as needed. Files item(s) on shelf in order by date, and pulls appropriate older issues for discarding.

\*Discards (all types): may be involved in processing, recording, and tracking the items identified for discarding, updating or removing records from local catalog and from NHU-PAC.

\*Mends collection or sends items to mending, using procedure for tracking (recommending replacements as appropriate)

Assists with getting new items ready for use ("processing"), as needed.

### Other:

Assists in Children's Room at story times or when other staffing arrangements require it.

\*Organizes magazine invoices, updates magazine checklists as needed

\*Prints labels for materials or other labels, as needed.

Records lost or damaged items, deals with fine records and payments received.

Assists with collection of statistics by recording daily tallies, and collates other statistics as requested by Director.

Keeps printers, FAX and copier supplied with paper and changes ink or toner cartridges as needed.

Alerts Director to maintenance or supply needs when noticed.

Assists as needed with other tasks when assigned by Director, or by Assistant Director in Director's absence.

### Professional Development and Continuing Education

Attends relevant workshops and staff meetings, and other appropriate conferences or training as approved or required.

Requests training or locates information as needed to improve ability to perform tasks or gain needed skills.

May participate in committees or planning of library services or coordination with local organizations if time allows.

### Required Recordkeeping and Training

Completes a signed timesheet for each two-week work period, submits requests for leave as needed.

Attends Employees' training and education sessions scheduled as part of Town, Library or NH Dept. of Labor standards and expectations, especially those relating to safety and legal considerations.

Annually reviews the Town Safety Manual, Safety checklist, and Library Personnel Manual.