



CITY OF DOVER, NEW HAMPSHIRE

**Supplemental Position Description**

<b>Position:</b> Library Assistant I	<b>Position Control No:</b> XX-XX-XX-XX
<b>Classification-Series:</b> Adult/Children Circulation Desk	<b>FLSA Status:</b> Non-Exempt, Regular PT, 8 hrs/wk
<b>Occupational Grouping:</b> Supportive Library Work	<b>Union - Grade:</b> DMEA – Grade 11
<b>Organizational Unit:</b> Public Library	<b>Primary Job Location:</b> Public Library, Locust Street

**JOB SUMMARY:** Performs supportive library work at the library’s adult and children’s circulation desk with emphasis on service to patrons.

**ACCOUNTABILITY:** Works under the general supervision of the Library Director and under the direct supervision of the Children’s Librarian and Adult Services Librarian, who reviews work for effectiveness and who provides consultation on policies, procedures, programs and problems. Duties are performed independently, using discretion and own technical judgement.

**SUPERVISION EXERCISED:** May provide direct supervision of library pages or volunteers.

**TYPICAL EQUIPMENT USED:** Computer, telephone, barcode scanners, terminals, and printers.

**TYPICAL WORK ENVIRONMENT:** Inside: 100%      Outside: 0%

**DUTIES AND RESPONSIBILITIES** (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class. There may be slight differences in tasks between Adult and Children’s desk.):

1. Check library materials in and out, collect fees for lost materials, and handle renewals and holds.
2. Registers new patrons and explain library policies and services to new patrons. Offer them a brief description of where collections can be found.
3. Assist patrons with ready-reference questions, with locating library materials in the library, and with readers’ advisory questions about recommended titles to read; answer directional questions and provide guidance in the organization of materials within the library; assist patrons with specific needs such as locating community services.

4. Assist patrons with use of library equipment and internet services; must be flexible and able to adapt to new technologies.
5. Helps maintain the attractive appearance of the area and stays alert to possible threats to the safety and well-being of patrons.
6. Answers telephone calls.
7. Schedule use of public meeting rooms at the library from the Adult desk; possibly position and organize meeting spaces including moving items and setting up furniture and equipment.
8. Re-shelve various library materials.
9. Check for damaged materials.
10. Assist librarians with special projects.
11. Accept patron donations, both monetary and book donations.
12. Handle cash for fees and book sale items, as well as make change for patrons.
13. Make copies and printouts for patron handouts.
14. Straighten and arrange displays. May be involved in display or signage creation.
15. Handle museum passes and provide information on the current programs and events in the library; register individuals for special events and classes.
16. Perform many of the same or similar tasks in the Children's or Adult areas as scheduled.
17. Perform other duties as assigned.

**TYPICAL PHYSICAL ACTIVITY REQUIREMENTS:**

<p><b>LIFT:</b>          -up to 10 lbs.: Frequently required.          -11 to 25 lbs.: Occasionally required.          -26 to 50 lbs.: Rarely required.          -over 50 lbs.: Rarely required.</p> <p><b>CARRY:</b>          -up to 10 lbs.: Frequently required.          -11 to 25 lbs.: Occasionally required.          -26 to 50 lbs.: Rarely required.          -over 50 lbs.: Rarely required.</p> <p><b>REACH:</b>          -above shoulder height: Occasionally required.          -at shoulder height: Occasionally required.          -below shoulder height: Occasionally required.</p>	<p><b>PUSH/PULL:</b> Occasionally required.  <b>TWISTING:</b> Occasionally required.  <b>BENDING:</b> Occasionally required.  <b>CRAWLING:</b> Not required.  <b>SQUATTING:</b> Rarely required.  <b>KNEELING:</b> Not required.  <b>CROUCHING:</b> Rarely required.  <b>CLIMBING:</b> Rarely required.  <b>BALANCING:</b> Not required.  <b>GRASPING:</b> Frequently required.  <b>HANDLING:</b> Frequently required.  <b>TORQUING:</b> Frequently required.  <b>FINE MOTOR SKILL:</b> Frequently required.</p>
--	--

**DURING AN 8 HOUR DAY, EMPLOYEE IS TYPICALLY REQUIRED TO:**

<b>CONSECUTIVE HOURS:</b> Sit: 2 hours Stand: 1 hour Walk: 1 hour	<b>TOTAL HOURS:</b> Sit: 5 hours Stand: 2 hours Walk: 1 hour
--	---

**COGNITIVE AND SENSORY REQUIREMENTS:**

<b>TALKING:</b> Necessary for communicating with others <b>HEARING:</b> Necessary for receiving instructions and information. <b>SIGHT:</b> Necessary for performing job effectively. <b>TASTING &amp; SMELLING:</b> Not required.
---

**TYPICAL WORK SURFACE(S):** Standard office desk and chair; service counter; tables; computer workstations; carpet, tile, concrete and wood floors.

**TYPICAL CONTROLS & EQUIPMENT:** Keyboard/pad, computer mouse, electronic controls.

**SUMMARY OF OCCUPATIONAL EXPOSURES:** May be exposed to copier and printer toner.

**KNOWLEDGE, SKILL AND ABILITY REQUIREMENTS:** Demonstrated ability to read and write basic English. Working knowledge of English spelling and grammar. General knowledge of computer hardware and software and familiarity with online searching. Ability to understand and follow oral and written instructions, ability to follow through on assignments accurately. Considerable experience in public contact or public service work. Ability to maintain effective working relationships with colleagues, the general public, other City departments and personnel, and the ability to deal with service problems courteously and tactfully. Public Library experience helpful. Good working knowledge of literature and authors. Knowledge of currently popular titles and reading trends. Familiarity with the Internet and search techniques. Experience with an automated circulation system and knowledge of Windows and MS Office desirable.

**EDUCATION/LICENSURE/CERTIFICATION REQUIREMENTS:** High school diploma required, as well as an avid interest in books, reading and information technology. Previous library experience highly desirable. College degree preferred.

**SPECIFIC VOCATIONAL PREPARATION/EXPERIENCE REQUIREMENT(S):**

<input type="checkbox"/> 1. None.	<input type="checkbox"/> 6. 1 to 2 years.
<input type="checkbox"/> 2. Short demonstration up to 30 days.	<input type="checkbox"/> 7. 2 to 4 years.
<input type="checkbox"/> 3. 30-90 days.	<input type="checkbox"/> 8. 4-10 years.
<input type="checkbox"/> 4. 91-180 days.	<input type="checkbox"/> 9. Over 10 years.
<input checked="" type="checkbox"/> 5. 181 days to 1 year.	

**OTHER CONSIDERATIONS AND REQUIREMENTS:** The minimum requirements listed above may be satisfied by having any equivalent combination of education and experience which demonstrates possession of the required knowledge, skills and abilities. Work may require standing for long periods of time.

Classification Established:  
Job Description Developed:  
Updated: 8/2/19