

ON-CALL LIBRARY SUBSTITUTE NAHANT PUBLIC LIBRARY, MA

Position Purpose:

This is a great opportunity for someone looking for a few extra hours of work in a friendly, public service environment. You would be contacted as the library has need for extra help, and you can accept or decline the shift as your availability allows. Assignments can be 2-7 hours long, but are generally closer to a few hours. The library is open 2 evenings a week, and Saturdays. We are closed Sundays and Mondays. There are no guaranteed hours. This is a position where we will contact you if/when hours become available. Familiarity with library services and books is preferred.

Clerical, technical, and direct public service work supporting various library services. Performs all other related duties as required.

Essential Functions:

(The essential functions or duties listed below are intended only 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 a logical assignment to the position.)

- Provide substitute coverage for the Nahant Public Library staff
- Perform functions related to library circulation: check-outs, check-ins, renewals, reserves/hold requests, museum passes, and similar related tasks
- Assist patrons by helping them locate books and materials; help them print or scan materials. Provide excellent customer service.
- Answer telephone; address patron questions or refer them to other staff.
- Familiarize patrons with a variety of print and electronic library resources.
- Shelf materials and shelf read for accuracy of book and material placement.
- Assist in keeping the library neat and orderly.
- Monitor public areas of the library; communicate and apply library policies and procedures.
- Perform similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Bachelor's or Associate's Degree preferred. Library or Customer Service work experience preferred; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

Strong Customer Service skills.

Skills working with people of all ages and backgrounds.

Knowledge of computers and appropriate library applications.

Knowledge of books.

Ability to work with library customers and staff in a friendly, efficient manner.

Ability to listen and communicate effectively.

Ability to learn and use computerized library catalog system and related equipment.
Ability to operate standard office equipment.
Ability to follow oral and written instructions

Salary:

\$15-18/hr.

This is a non-benefitted position with day, evening, and Saturday shifts available as needed.

Physical 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 essential functions.

Regularly required to walk, stand, sit, listen and speak; operate tools, controls and equipment; pick up paper, files and other common office objects. Ability to view computer screens and work with details for extended periods of time. May move objects weighing up to 30 pounds.

Supervision:

Supervision Scope: Performs a variety of duties as it relates to circulation and customer service at the library.

Supervision Received: Work is performed under the administrative direction of the Library Director in collaboration with other library staff.

Supervision Given: No supervision is given.

Job Environment:

- Work is performed under typical office and library conditions; the noise level is fairly quiet.
- Operate computer, telephone, copier, scanner and other standard office equipment.
- Employee has frequent contact with the general public. Contacts are in person, via email or by telephone.
- Seeks to maintain a high level of accuracy, as errors could result in injuries to other employees, damage to the library building and equipment, and delay or loss of library services.

This 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 change.