

## **MERRIMACK PUBLIC LIBRARY**

Job Description: Library Assistant I-Adult Services  
Level: 5

### **JOB SUMMARY:**

Helping to fulfill the library's mission, assists the Head of Adult Services in the provision of Department-related tasks, events, and activities, and collection management as requested.

### **SUPERVISION RECEIVED:**

Works under the supervision of the Head of Adult Services.

### **SUPERVISION EXERCISED:**

Responsible for staff and building during evening and weekend hours of operation when a Department Head is not on duty.

### **MAJOR DUTIES AND RESPONSIBILITIES:**

1. Answers reference questions and assists the public in locating and interpreting traditional library resources as well as current and emerging technology resources, in person, by email or social media, and on the telephone.
2. Interprets library policies and procedures to the public.
3. Contributes content to the library's social networking tools and software.
4. Plans, schedules, and runs Adult Services events as requested.
5. Operates, troubleshoots, and manages print requests for the library's 3D printer as requested.
6. Instructs and advises patrons, either one-on-one or in a workshop setting, on research and effective use of library resources, basic computer applications, and mobile devices.
7. Assists in selection and maintenance processes for the Non-Fiction and Reference Collections, and other collections as may be assigned.
8. Assists with some aspects of Interlibrary Loan, including item processing, requesting, tracking, returning, and claiming.
9. Assists in the preparation of displays and other user aids.
10. Assists in special projects as required.
11. Participates in outreach opportunities as requested by the Head of Adult Services or in their absence, the Director.
12. Aids Head of Adult Services in preparing monthly statistical reports and other studies as required.
13. Maintains knowledge of the library profession by attending conferences and meetings, reading professional literature, and keeping up to date with trends in library service to adults.
14. Participates in department and full staff meetings; attends other library meetings as requested.
15. Duties may vary at the discretion of the Head of Adult Services.

## **PHYSICAL DEMANDS:**

1. While performing the essential functions of this job, the incumbent is regularly required to bend and stoop, to use hands to finger, handle, or feel objects, and to reach with hands and arms.
2. While performing the essential functions of this job, the incumbent is regularly required to sit, stand, go up and down stairs, and walk on a frequent basis.
3. While performing the essential functions of this job, the incumbent is frequently required to lift and/or move objects up to 10 pounds.
4. While performing the essential functions of this job the incumbent is occasionally required to lift or move objects required to lift and/or move objects up to 50 pounds.
5. While performing the essential functions of this job, the incumbent is regularly required to view a computer screen and use a telephone, with or without adaptive technology.

## **QUALIFICATIONS:**

This position requires a high school diploma or equivalent; college preferred. Previous experience working in a library preferred. Significant technical experience with computers, computer software, and mobile devices required. Customer service experience is required. Artistic and creative skills are also desirable.

## **KNOWLEDGE, SKILLS AND DESIRABLE ABILITIES:**

1. Ability to work well with both internal (colleagues) and external (patrons) customers.
2. Ability to work well with the patrons of all ages.
3. Ability to work effectively with constant interruptions. Able to plan his/her time well so that daily interruptions do not prevent time-sensitive work from being completed.
4. Ability to express oneself clearly and concisely in the English language both orally, in person and over the telephone, and in writing.
5. Ability to plan ahead and work within deadlines.
6. Tact, courtesy, initiative, resourcefulness, good memory, mental curiosity, attention to detail, problem solving skills, maturity, decisiveness, good judgment and punctuality.
7. Commitment to excellence in public service.
8. General knowledge of library materials.
9. Ability to learn new skills and increase professional knowledge.
10. Adaptability and dependability to work well in a team situation and flexibility in emergency staffing situations.

## **SCHEDULE:**

This is a part-time, 25 hour per week position that may include a combination of weekdays, evenings, and weekends.

January 2020