

Thomas Memorial Library
Job Description: **Family Engagement Assistant**

Position: Family Engagement Assistant

Classification: Library Assistant II

Type: Experienced

Hours/week: 40

Starting Rate: \$20.50/hour

Benefits:

- Paid holiday, vacation, sick time
- Participation in the Mission square Retirement Plan
- Health and dental insurance

DEFINITION

Under general supervision, provides varied and complex technical, customer service, and programming support for families, children, and teens in the Family Engagement Department. Participates in activities of a specialized library function; provides direct service and assistance to library patrons; and performs related work as required.

ORGANIZATIONAL RELATIONSHIPS

Position Reports to: Receives immediate supervision from the Family Engagement Manager

Position Supervises: May provide technical and functional direction to volunteers

Internal Relationships: Works closely with other Family Engagement Assistants

External Relationships: schools, daycares and other organizations serving youth and families

ESSENTIAL ROLES AND RESPONSIBILITIES

This position is responsible for providing support for the library's mission to provide holistic library. Assists patrons with book recommendations, placing items on hold, registration for library programs, and other services; refers patrons to specific library services and materials. service, create a positive, inviting atmosphere for all patrons, and ensure equal access to all resources and materials, both physical and digital. Incumbents are expected to work independently and exercise judgment and initiative. Employees in this position receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (ILLUSTRATIVE ONLY)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Instructs patrons on organization and use of library services.
- Assists with library programming, including conducting programs and helping with special events, facilitating clubs, and making presentations.
- Participates in community events and outreach activities including conducting library tours for class visits and other groups.
- Prepares signs, flyers, reading lists, and other informational materials.
- Prepares library exhibits and displays.

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- Assists in the development of a variety of library-related, literature-based, and educational programs and activities.
- Assists public and directs public to appropriate locations, resources, and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.
- Performs a wide variety of clerical duties to support library operations, including filing, preparing records and basic reports, cashiering duties, assisting with troubleshooting computer and library equipment issues, and ordering and maintaining office and related supplies.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Screens calls and directs callers to appropriate staff as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of

- General principles and procedures of public library services and programs including circulation, technical services, collections, and program support.
- Library circulation and/or cataloging systems. Library classification and cataloging terminology and practices.
- Child and adolescent development.
- Literacy development in children and teens.
- Literature for children and teens, including awareness of awards and standards for evaluating such literature.
- Principles of record keeping.
- Basic arithmetic and cash handling principles.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.

Ability to

- Perform varied and complex technical and customer services support for library operations and programs independently, accurately, and under minimal supervision.
- Take the lead and perform specialized library assignments.
- Plan and conduct programs for children and/or teens, including story times, book groups, and hands-on activities.
- Interpret, apply, explain, and ensure compliance with departmental policies and procedures.
- Deal tactfully with patrons and staff in providing information, answering questions, and providing customer service.
- Respond to and effectively prioritize a high volume of requests for service.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize own work, set priorities, and meet critical deadlines.

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- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Communicate effectively and courteously in a variety of people, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Bachelor's Degree from an accredited college or university is preferred
- Three (3) years of experience performing circulation, collections, technical services, and/or program support in a library.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift and carry materials and objects up to 25 pounds and push and pull materials and objects up to 75 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Thomas Memorial Library supports flexible working arrangements. We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contributions made by all.

The Town of Cape Elizabeth is an Equal Opportunity Employer.