

Thomas Memorial Library
Job Description: **Access Services Assistant**

Position: Access Services Assistant

Classification: Library Assistant I

Type: Entry level

Hours/week: 18

Starting Rate: \$20/hour

Benefits:

- Prorated holiday, vacation, sick time
- Prorated participation in the ICMA Retirement Plan

DEFINITION

Under immediate supervision, provides customer services support for library operations in the Access Services Department; provides direct service and assistance to library patrons; and performs related work as required.

ORGANIZATIONAL RELATIONSHIPS

Position Reports to: Receives immediate supervision from the Access Services Manager

Position Supervises: May provide technical and functional direction to volunteers

Internal Relationships: Works closely with the Access Services Librarians

External Relationships: None

ESSENTIAL ROLES AND RESPONSIBILITIES

This position is responsible for providing support for the library's mission to provide holistic library service, create a positive, inviting atmosphere for all patrons, and ensure equal access to all resources and materials, both physical and digital. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.

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.

- Checks in library materials using the LMS; assists patrons with the checkout process and use of self-checkout terminals; manually checks materials out as needed.
- Registers new patrons; explains library procedures and policies; issues library cards and updates patron account records.
- Investigates and resolves patron accounts issues following established procedures; notifies patrons of holds, missing, damaged, or overdue materials, and related account issues.
- Receives payment for lost/damaged materials following established procedures.
- Processes holds for local patrons and interlibrary loan, and maintains hold shelf
- Assists patrons by locating materials.

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- Empties bins, checks in library materials, and sorts for shipment, re-shelving, or maintenance.
- Shelves new and returned materials.
- Participates in opening and closing facilities, including turning on, logging into, and turning off all computers, and printing out and pulling holds list for shipment to other libraries.
- Assesses problems to determine if materials need mending, to be put into lost and found, or to be returned to another library.
- 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.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Answers phone and performs basic customer service and circulation functions over the phone; directs callers to appropriate staff as necessary.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic 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:

- Learn general principles and procedures of public library services and programs.
- Learn to use the library's circulation systems.
- Learn library classification and cataloging terminology and practices.
- Learn and perform varied clerical and customer services support for library operations and programs including circulation, collections, technical services, and program support accurately and under minimal supervision.
- Make accurate arithmetic computations.
- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Learn and 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.

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- Operate modern office equipment including computer equipment and software programs.
- Use tact, initiative, prudence, and independent judgment within general policy 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.
- Two (2) years of office clerical or customer service experience or one (1) year of experience working 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.