



AYER LIBRARY

LIBRARY ASSISTANT - ADULT SERVICES (PT)

SUMMARY

The Library Assistant-Adult Services (LA-AS) is responsible for maintaining high-quality frontline customer service at the Library's various circulation desks, with a focus on Adult Services. The LA-AS also provides off-desk support for library operations in a variety of areas.

SUPERVISION

The LA-AS reports to the Head of Adult Services. The LA-AS may also receive direction on a project-by-project basis from the Library Director, the Head of Youth Services, or the Librarian I-Adult Services.

SUPERVISORY DUTIES

The LA-AS may supervise the work of Library Clerks and/or volunteers.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Provides judgment-free circulation, reference, and reader's advisory services to patrons of all ages.
- Responds to inquiries in person, by telephone, email, and social media.
- Offers direction, information, and instruction to patrons in the use of library resources and technology.
- Assists with other customer service tasks as needed.
- Depending upon the Library's needs and selected applicant's affinity, the LA-AS may be assigned responsibility for tasks involving but not limited to public programming, outreach to the community, the promotion of library events and services, maintenance of the library facility, etc.

KNOWLEDGE, ABILITY, & SKILLS

This position requires:

- The ability to work effectively with members of the public and library colleagues from a variety of backgrounds amid frequent interruptions in a changing workplace.
- Excellent communication skills.
- Creative problem-solving and the ability to learn and apply good judgment.
- Good humor, patience, perseverance, and the desire to contribute to a thriving public service-oriented team.
- A desire to learn new skills, refresh old ones, and to "pitch in" where there's a need.
- Comfort troubleshooting problems with library technology.

PHYSICAL REQUIREMENTS

Minimal physical effort is required to perform most duties; some duties require moderate effort such as lifting and carrying up to 35 lbs. The employee is frequently required to stand, walk, sit, speak, hear, use hands to operate equipment, climb, stoop, reach with hands and arms and lift, move, and push equipment. Vision requirements include the ability to read routine documents and use a computer.

QUALIFICATIONS

Minimum Education/Experience:

- A high school diploma, GED, or the equivalent.
- 2-4 years of customer service experience.

Preferred Education/Experience:

- An Associate's or Bachelor's Degree
- 1-3 years of customer service experience in a library setting.

HOURS

15 hours per week including evenings, plus weekend rotation

COMPENSATION

\$17.83—\$22.83 in 11 Steps.

HOW TO APPLY

Email a cover letter and resume or CV to Luke Kirkland, Library Director, lkirkland@cwmars.org.

Priority will be given to applications received on or before May 19, 2023. The position is open until filled.

The Ayer Library and the Town of Ayer are an equal opportunity employer.