Town of Newbury—Job Description

<table>
<thead>
<tr>
<th>Job Title: Information Assistant</th>
<th>Status: Appointed</th>
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<tbody>
<tr>
<td>Reports To: Library Director</td>
<td>Position Classification: 14.2</td>
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<td>Hourly/Non-exempt, 26/30 hours per week</td>
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<td>Supervises: N/A</td>
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<tr>
<td>Location: Newbury Town Library</td>
<td>Date: July 2022</td>
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Summary: To provide the finest library service possible our community, employees of the Newbury Town Library are expected to continually strive to maintain the highest standards of professional behavior, to understand and uphold the ALA Code of Ethics, and to conduct themselves in accordance with these standards at all times. Employees are expected to adhere to and uphold the ALA Freedom to Read Statement, the Library Bill of Rights, and the First Amendment to the Constitution of the United States.

Essential Responsibilities:

Essential responsibilities and duties may include, but are not limited, to the following:

- Provide prompt, courteous, and direct assistance to all patrons regarding use of library materials, equipment, and services in person, over the telephone, or email.
- Perform all functions of NTL’s automated circulation system, including:
  - Check out, check in, renewal
  - Register patrons and issue library cards
  - Process hold and interlibrary loan requests through ComCat online software
  - Perform patron, title, item, and hold inquiries
  - Deal with patron blocks
  - Perform patron accounting functions
  - Set item status (claims returned, lost, etc.) as necessary
  - Retrieve pull list, locate materials, and route to destination.
  - Receive and process payments for lost materials
- Answer basic reference questions such as locating library materials, using databases, or assisting with computer help
- Provide reader’s advisory services by recommending library materials that would be of interest for individual or book club use
- Provide coverage of the circulation desk and youth services desk as needed
- Attend consortium reference meetings as needed
- Assist in opening and closing procedures
- Assist with collection merchandising and maintenance
• Assist with adult programming as needed
• Shelve books when needed
• Other duties as required or assigned

Knowledge, Skills, & Abilities We Are Seeking:

• Strong commitment to outstanding customer service with a desire to meet and serve the library's user community.
• Knowledge of library principles, practices, services, and laws and ethics.
• Ability to establish and maintain effective working relationships with coworkers in a team environment
• Willingness to assist and support coworkers and to create and contribute ideas
• Ability to recognize and set priorities, and to exercise initiative, flexibility, and independent judgment in often-changing situations.
• Ability to drive a car and possession of a valid driver’s license.
• Physical mobility involving bending, lifting, reading, hearing.
• Ability to follow complex written and/or verbal instructions with close attention to detail

Education/Qualifications:

• Bachelor's degree preferred; combination of experience and education considered
• Experience with common office computer applications required
• One year of public library experience preferred

Physical Demands:

Work is performed primarily indoors, under some stress. Requires lifting up to 25 lbs., shelving books on bottom and top shelves (with the aid of a stool if necessary), and the ability to stand at a public desk for up to 4 hours while serving the public.

Hours:

Tuesday/Thursday/Friday: 11-5, Wednesday: 11-7 and Saturday: 10-2 every other week between Labor Day – Memorial day, no Saturdays in the summer

Special Work Conditions: Evening and weekend hours as required.

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<tr>
<th>Department:</th>
<th>Signature:</th>
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<tbody>
<tr>
<td>Department Head</td>
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<td>Town Administrator</td>
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<tr>
<td>Personnel Board</td>
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