

SUBSTITUTE LIBRARY TECHNICIAN

Athol Public Library

SUMMARY

The position of Substitute Library Technician involves filling in during staff absences or shortages and performing public service, circulation, materials processing, and library-related clerical duties in support of effective operation of the town library.

LEVEL OF RESPONSIBILITY

Serves under the direct supervision of the Assistant Director. Following training, performs circulation-desk and other library-related duties in accordance with established policies and procedures.

MAJOR DUTIES

1. Provides general library service to library users and the general public at the circulation desk, meeting and assisting the public. Charges library materials in and out using the automated library circulation system. Registers new library borrowers. Weeds inactive registrations.
2. Provides answers to basic reference questions and assists the public in the use of the library including tax forms.
3. Receives incoming calls, answering routine questions or directing calls to proper staff. Telephones library users for reserved books, overdue materials and program reminders.
4. Provides assistance to the general public with the online computer catalog, photocopy and microform machines, reference-area computers, and other library equipment and services.
5. Processes new library materials for circulation (book covers, barcodes, computer records, etc.). Discards outdated or worn materials.
6. Shelves library materials. Checks shelves for proper order of materials.
7. Types and files to maintain library services.
8. Performs related work as required.

KNOWLEDGE, SKILLS, ABILITIES

1. Ability to deal with library patrons of all ages tactfully and courteously.
2. Ability to learn some technical aspects of library operations.
3. Ability to establish and maintain effective working relationships with library employees, patrons, and the general public.
4. Ability to type and file accurately.
5. Knowledge of basic computer operations, including the Internet.
6. Knowledge or willingness to learn about computer reference software and other library-related programs.
7. Ability to perform physical tasks, including lifting, bending, and standing for long periods of time.
8. Ability to maintain confidentiality of library records.

MINIMUM EDUCATIONAL REQUIREMENTS

Graduation from high school.

Some college education or appropriate work experience preferred, or any combination of education and experience demonstrating the required knowledge, skills, and abilities.

Approved by the Board of Trustees 17 June 1998

Revised 7 July 2004