



**Job Title: Library Assistant II**

**Mission Statement:**

*Otis Library is a trusted informational and cultural hub that provides free resources for personal growth and lifelong learning. We inspire lasting connections and foster community in a safe, welcoming environment.*

**Purpose:** The Library Assistant II will support the mission of Otis Library by assisting our patrons with basic and advanced library procedures, services and resources.

**Primary Responsibilities:**

- Reports to Department Head
- Greets every patron; provides warm and welcoming environment
- Excellent customer service attitude
- Prepares and issues library cards according to established procedure
- Provides reader's advisory
- Assists patrons with library materials, equipment, services, resources and facilities
- Circulates, reserves, renews and maintains library materials
- Retrieves, shelves, and shelf reads materials; searches for missing, billed, claims returned, and lost in transit materials
- Processes transits and holds; maintains hold shelf
- Collects fines and makes payment arrangements for damaged and lost items
- Operates cash register
- Reserves and monitors study rooms
- Responds to general inquiries in person, by telephone or electronically with complete information and in a professional manner
- Sorts mail
- Knowledge of all upcoming library programs, book sales and special events
- Familiarity with local attractions, events and general information
- Makes purchase suggestions and relays purchase suggestions from patrons to purchasers
- Organizes and prepares materials and lists for specific groups or events
- Provides tours for schools and other groups
- Accepts donations in accordance with established procedure
- Adheres to all opening and closing procedures
- Attends workshops and participates in webinars to stay current in field
- Schedule may include evenings and Saturdays
- Performs other library tasks and works in other service areas, as assigned

**Additional Responsibilities:**

- Assists in selecting materials for acquisition and withdrawal, as assigned
- Works at other public service desks, as needed
- Participates in library special projects and events
- Participates in library marketing efforts
- Participates in library or consortium committees, as assigned, including offsite and virtual meetings
- Attends professional and community meetings, workshops, and conferences to remain current in the library field
- Performs other duties, as assigned

**Required Knowledge, Skills, and Abilities:**

- Thorough knowledge of library services, programs, and resources
- Commitment to public service within a diverse population
- Strong oral and written communications skills
- Ability to interact respectfully and effectively with the public and with other staff
- Ability to handle confidential information and navigate sensitive situations
- Ability to understand and interpret library policies, procedures, principles, and practices
- Ability to keep records accurately
- Ability to organize work for efficient use of time
- Ability to create documents with reasonable speed and accuracy
- Ability to represent the library at professional and community meetings
- Ability to work independently and see projects through to completion

**Physical Requirements:**

- Ability to move and/or lift materials up to 25 pounds and push a loaded book truck
- Regularly required to stand, walk, bend, kneel, crawl, reach, climb, balance, and sit

To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed above. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.

This job description is not intended to be all inclusive. Employee may perform additional duties to meet the ongoing needs of the Library.

**Qualifications:**

The skills and knowledge required for this position generally would be acquired with an Associate's Degree in Library Science or Library Technical Assistant Certificate and two to three years' experience working in a library. A combination of other education and applicable experience may be considered. Fluent in English; fluency in languages other than English desirable.