DYER LIBRARY SACO MUSEUM

Position Title:	Library Assistant
Department:	Adult and/or Youth Services
Reports To:	Head of Adult Services or Head of Youth Services
Supervises:	n/a
Classification:	Para Professional
FLSA Status:	Non-Exempt
Last Revised/Approved:	August 2025

Position Summary:

Supports patron circulation and queries and assists with operations of the library. Performs all other related work as required.

Essential Duties and Responsibilities:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

Customer Service (approximately 85%)

- Greets and assists all patrons who enter the Library, establishing a positive first impression.
- Performs all circulation desk tasks including check in, check out, and renewing materials
- Reviews requested materials and pulls holds from the shelves for patrons
- Issues new library cards
- Maintains confidentiality of Library records
- Collects and processes charges for damaged items, out of town cards, or printing fees
- Aids patrons on the use of the online catalog and other Library and Museum resources
- Supports patrons with the use of public computers, printers, copiers, and fax machines.
- Provides reader's advisory services to patrons when requested
- Searches catalog and other databases for requested materials; takes purchase and interlibrary loan requests
- Answers telephone calls

- Monitors and clears the outdoor book drop
- Circulates museum and park passes to members of the public
- Provides assistance to patrons in the use of library materials and technology.
- Enforces library conduct and borrowing policies when appropriate, informating administration of infractions when necessary.
- Opens and/or closes the Library in accordance with established procedures

Projects (approximately 15%)
Individual projects will vary for each person in this role.

- Creates displays and resource lists for Library or Museum programs.
- Processes new materials for circulation
- Aids in subject area acquisitions
- Offers public programming on areas of interest
- Helps with special projects and events

Non-Essential Duties and Responsibilities:

- Staffs the Saco Museum visitor services desk taking admission, counting attendees, and providing directional support to visitors.
- Shelves returned materials
- Networks with outside organizations and individuals to promote library use.
- Attends regular staff meetings.
- Performs other tasks as assigned.

General Expectations:
- Be committed to the Library's and Museum's mission, vision and values.
- Interacts harmoniously and effectively with others, focusing upon the attainment of goals and objectives through a commitment to teamwork.
- Communicates in an open, respectful and honest manner with everyone, inside and outside the organization.
- Provides the highest level of customer service possible.
- Follows established policies and procedures and complies with all safety requirements.
- Adheres strictly to confidentiality of patron, co-worker and internal business information.
- Maintains regular, predictable, and reliable attendance.
- Places emphasis on safety, efficiency, quality, and productivity.
- Follows all Library policies.
- This position is based in the library building but may require coverage of the museum at times.

Physical Requirements:
The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, and talk or hear. The employee is also required to use hands and fingers to operate a standard computer keyboard, use a computer, mouse, fax machine, printer and copier, and speak and hear using a

telephone. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus. Vision and hearing must be at or correctable to normal ranges. The employee may occasionally lift and/or move up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a library and museum environment. Some travel is required from time to time. Work is occasionally stressful and requires ability to successfully cope with the pressures which are related to the position. Noise level is moderate. Occasional weekend and evening work is expected. Operates standard office equipment.

Qualifications Needed for Position:

Requirements: The following experience and skills are considered essential:

- One to three years of customer service experience.
- Bachelor's Degree preferred, but a High School Diploma (or equivalent) is required and may be considered with transferable experience.

Knowledge/Ability/Skill:

Knowledge: Knowledge of professional library functions, online services, and databases used in a library setting. Knowledge of literature and a love of reading. Knowledge of Sierra circulation software.

Ability: Ability to deal effectively with the public in a positive and effective manner. Ability to work well in a team situation and be flexible as needs evolve. Ability to operate standard office equipment. Ability to work independently and exercise judgment and to resolve problems. Ability to handle multiple problems and projects simultaneously in a prompt, efficient manner. Ability to enforce library policies fairly and tactfully. Ability to handle tense situations with patience and empathy.

Skill: Excellent customer service skills. Excellent oral and written communication skills. Flexibility in order to adapt to constantly changing public service needs. Proficient computer skills including library circulation software, google suite, and general internet queries. Creativity and a sense of humor.

Disclosures:

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.