



City of Marlborough

Position Description

Job Title	Children's Services Assistant
Department	Library
Employment Status	Part-time
Exempt/Nonexempt Status	Non-exempt

Scope of Work

Under the direction of the Head of Children's Services, provides support to the daily activities in the Children's Department. This position has regularly assigned evening and weekend shifts.

Supervision

Received	Head of Children's Services
Exercised	None

Essential Job Functions

- Promotes and provides exemplary customer service to patrons and staff.
- Provides Reader's Advisory to children, parents, teachers and caregivers.
- Assists with variety of creative library programs designed to encourage participation of library patrons, including but not limited to, story time, craft programs and author visits.
- May assist with books lists.
- Assists in creating attractive display designs to promote books, authors and other material.
- Protects confidentiality of patron records according to library policy and Mass General Law.
- Explains library policies and procedures.
- May participate in collection development under direction of supervisor.
- Maintains orderliness of collection through shelf reading and weeding.
- Assists in production of marketing materials for programs and services.

- May participate in social media postings according to library policy.
- Receives and processes materials ordered for department. Reconciles invoices, inputs data to the integrated library system. Participates in cataloging items for data input.
- May Provides direct customer service at the circulation desk and performs wide range of duties including but not limited to: register borrowers; charges/discharges print and non-print materials to patrons in accordance with library policies. Answers inquiries on the telephone and in person.
- Assists patrons with technology questions and training, including the use of the online public catalog, requesting items from other libraries and placing holds. Provides other computer assistance as required or requested.
- Assists with statistical reporting for ARIS state report and additional statistics as requested or assigned.
- Other similar tasks and projects as requested by supervisor.
- Monitors safety of the library facility for employees and the public. Responds appropriately to emergencies and keeps supervisor informed of any problematic situation.
- Follows safe work practices.

Requirements of Work

College graduate preferred or any equivalent combination of work/educational experience. Experience working with children and/or customer service desirable. This position has regularly assigned evening and weekend shifts.

Knowledge of	<ul style="list-style-type: none"> • Children’s literature. Library services and library technologies.
Abilities	<ul style="list-style-type: none"> • Ability to problem solve, exhibit flexibility, initiative and diplomacy. • Ability to communicate effectively with the public in person, on the telephone and in writing. Facility with computer software and hardware including brochure design, production software and mobile devices. • Familiarity with Spanish, Portuguese desirable.

Physical Requirements:

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

- Work is performed mostly in a library setting; must be capable of operating computers and various pieces of office equipment such as copiers and fax machines.
- The employee must have the ability to move around the facility, walking, sitting, bending, climbing, kneeling, carrying, and stooping.
- The employee must occasionally lift and/or move up to 40 pounds.

Mental Requirements:

- Able to receive, understand, interpret and carry out library policies and procedures.
- Ongoing intellectual effort is required to maintain a current knowledge of library resources,
- Ability to comprehend and follow oral and written directions.
- Ability to effectively communicate questions, ideas and information.

- Time management skills sufficient to set priorities in order to meet assigned deadlines.
- Ability to recognize and maintain confidential data

The City of Marlborough is an equal opportunity employer and does not discriminate on the basis of race, sex, age, color, religion, marital status, national origin or ancestry, genetics, sexual origin, active military status or disability.