

The Cambridge Community Library is seeking a friendly, and creative individual with strong interests in quality customer service and programming/event planning to join our team as a Library Assistant. Responsibilities include typical circulation services and duties, planning, presenting and promoting programs and events, and reference services to all library patrons. A high school diploma or better is required. Programming and library experience are preferred. This part time position averages 15 hours a week, including some evenings and at least one Saturday a month. No benefits are included.

We pride ourselves on providing a welcoming community space, excellent customer service and an attentive, friendly staff. To apply, please send cover letter and resume to sseeman@cambridgelib.org.

Typical Responsibilities of Position

Under supervision of the Library Director, this position assists library patrons, performs typical library and clerical tasks, and completes other library work as required. An interest in planning and running programs for patrons of all ages is preferred.

The 15 hrs/wk average position's schedule is:

- Mondays 2 - 7 pm
- Thursdays 9:45 am - 5 pm
- Flexible (3) hours weekly to accommodate programs/events
- Saturday rotation (8:45-2), at least once a month

Wage: \$17/hr.

Position Duties

The following duties are normal for this position. They should not be construed as exclusive or all-inclusive; other duties may be required as assigned.

1. Provides excellent customer service to patrons of all ages, including new users and those not comfortable on computers.
2. Performs basic computer operations in the library catalog and other library related software, must be able to navigate the internet to check email and other updates, and perform searches.
3. Assists patrons with locating materials and resources in the library, as well as digital resources.
4. Performs circulation desk procedures, such as checking materials in and out, registering new users, and collecting fees.
5. Provides computer or other technologies (copiers, cell phone, tablet, Libby, etc.) assistance to patrons as needed.
6. Assists with library opening and closing procedures.
7. Plans and runs library programming for a variety of age groups.
8. Assists with special projects as assigned, such as maintaining community bulletin boards, designing displays, sorting donations, and keeping shelves and work areas tidy.

Qualifications

1. Previous customer service experience or library experience.
2. Keyboarding and general knowledge of computers.
3. Planning and implementing programming.
4. Must be able to work the schedule as outlined above.

Knowledge and Abilities

1. Ability to learn computer programs (or software) and to effectively use them to perform assigned duties.
2. Ability to effectively present information to patrons and respond to questions from patrons.
3. Ability to maintain confidentiality of library patron information.
4. Ability to follow detailed instructions.
5. Ability to handle monetary transactions and to operate library business machines properly.
6. Ability to work independently, organize and prioritize work, respond to varied and changing work demands and make decisions as required.
7. Ability to plan and implement classes or programs of all varieties, for a range of ages.
8. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, peers, and supervisors.
9. Keyboarding and basic computing, Internet familiarity and searching skills, filing ability.
10. Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education activities.
11. Working knowledge of library methods and procedures.

Minimum Physical Abilities Required to Perform Job

1. Bending/twisting and reaching.
2. Far vision at 20 feet or further; near vision at 20 feet or less.
3. Fine motor skills: keyboarding, writing legibly, sorting, shelving, and processing.
4. Handling: processing, picking up and shelving books.
5. Lifting and carrying: 50 pounds or less
6. Pushing and pulling: objects weighing 300-400 pounds on wheels.
7. Sitting, standing, walking, climbing, stooping, kneeling, and crouching.