

# TOWN OF EASTHAM, MASSACHUSETTS

## POSITION DESCRIPTION – Library Assistant

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| <b>Department</b> | Library          | <b>Classification</b> | EEA, Grade 2 | <b>Date:</b> August 6, 2025 |
| <b>Reports to</b> | Library Director | <b>FLSA Status</b>    | Non-exempt   |                             |

### Summary of Position

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This position plays a vital role in supporting the daily operations of the library by providing customer service, reference assistance, and administrative support. This position is responsible for circulating library materials, assisting patrons with inquiries and technology use, maintaining library collections, performing clerical tasks, and contributing to a welcoming and efficient library environment.

### Supervision

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*Provided:* The Library Assistant works under the general supervision of the Library Director or their designee. Duties require the ability to work independently, to plan and perform operations and complete assigned tasks, often according to a prescribed time frame. Unusual or changing conditions, or specific problems are discussed with supervisor for direction and/or resolution. The employee solves most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the particular problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines, and priorities.

*Performed:* n/a

*Judgement:* Technical and policy problems or changes in procedures are discussed with the supervisor, but ordinarily the employee plans the work, lays it out and carries it through to completion independently. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements.

### Work Environment

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*General:* Work is performed in municipal library setting subject to frequent interruptions. The employee may occasionally be required to work beyond normal business hours to attend programs or related functions. The employee operates standard/common office and computer equipment and software applications. Receives training to operate specialized applications as utilized. Work is performed indoors in a well-lit, climate-controlled environment, with occasional requirements to move throughout the library to assist patrons or complete tasks. Operates computer and standard office equipment.

*Environment & Occupational Risk:* Light to moderate physical effort required to perform duties. Minimal physical effort associated with library duties, such as shelving books and organizing materials. As such, duties present little potential for injury, minimal occupational hazard and have the level of occupational risk exposure associated with a municipal office environment having frequent contact with town employees and with others.

*Contact:* This position frequently interacts with patrons of all ages, backgrounds, and needs. The role requires a courteous, patient, and service-oriented approach to ensure a welcoming and inclusive atmosphere. The employee also has frequent contact with other library staff in the coordination or support of work.

*Confidential Information:* The position has access to confidential patron records. Privacy must be maintained in accordance with MGL Chapter 78, Section 7.

*Complexity:* The work consists of a variety of office and project management duties which generally follow standardized practices, procedures, regulations, or guidelines. The sequence of work and/or the procedures

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followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation. Assignments typically involve evaluation and interpretation of factors, conditions, or unusual circumstances; inspecting, assessing, or evaluating compliance with established standards or criteria; gathering, analyzing, and evaluating facts or data using specialized fact-finding techniques; or determining the methods to accomplish the work as well as presenting information to the public.

Errors could result in missed deadlines, adverse public relations, delays or loss of services, personnel conflict within the organization, adverse impacts to employees, legal repercussions, and monetary loss.

#### Primary Duties & Essential Functions

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*The essential functions or duties listed below are intended only as an illustration 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 work is similar, related, or a logical assignment to the position.*

- Checks library materials in and out.
- Registers new patrons and update patron records.
- Assists patrons with reserve items, overdue materials, and fine payments.
- Answers telephone inquiries and provide general information.
- Provides basic reference services and helps patrons locate materials.
- Assists users with library services, including computers and internet access.
- Processes customer requests using library software and networks.
- Shelves books and other materials accurately.
- Assists in weeding outdated or damaged materials from the collection.
- Performs general administrative tasks as assigned.
- Assists with special projects and library programs.
- Perform all other related work as may be required or assigned.

#### Recommended Minimum Qualifications

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##### *Education & Experience:*

- Associate's degree required, bachelor's degree preferred, in Library Science, Information Technology, or a related field.
- At least one year of experience working in a library setting, preferably a municipal library setting.
- Any equivalent combination of education and experience that demonstrates the necessary knowledge, skills, and abilities for the role.

##### *Knowledge, Skills & Abilities:*

###### Knowledge of:

- Library policies, procedures, and circulation systems.
- Familiarity with automated library systems (e.g., Koha or Sierra) and cataloging practices.
- Basic knowledge of reference services and information retrieval.
- Awareness of literature, library collections, and community resources.
- Proficiency in using computers, internet browsers, and office software.
- Knowledge of confidentiality standards related to patron records.

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#### Skilled in:

- Strong customer service and interpersonal skills.
- Effective verbal and written communication.
- Organizational and time management skills.
- Accuracy in data entry and record keeping.
- Ability to operate standard office and library equipment.
- Problem-solving and conflict resolution skills.

#### Ability to:

- Work independently and as part of a team.
- Interact tactfully and professionally with patrons and staff.
- Prioritize tasks and manage multiple responsibilities.
- Adapt to changing technologies and procedures.
- Maintain composure and professionalism in a busy public environment.
- Foster a positive team environment, encouraging open communication and effective collaboration.

### Physical & Mental Requirements

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The physical demands 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 position's essential functions.

**Physical Skills:** Work principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. Work may require some agility and physical strength, such as moving in or about construction sites or over rough terrain or standing or walking during the work period. The employee may be required to lift, push, or pull office equipment or pick up objects weighing twenty (20) pounds or less. Position requires basic motor skills for activities such as operating a personal computer and/or most other office equipment, typing and/or word processing, filing, moving objects, or sorting of papers. Physical ability to operate a motor vehicle. Vision and hearing at a correctable to normal ranges. Employee is required to read documents and reports for understanding and analytical purposes.

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*This position description does not constitute an employment agreement between the Town and employee and is subject to change by the Town as the needs of the Town, and the requirements of the position, change.*