



Wright Memorial

Public Library

WRIGHT MEMORIAL PUBLIC LIBRARY

JOB DESCRIPTION

POSITION TITLE:	SUBSTITUTE
JOB CLASSIFICATION:	NON-EXEMPT
DEPARTMENT:	CIRCULATION SERVICES
REPORTS TO:	OPERATIONS COORDINATOR
DIRECT REPORTS:	NONE

SUMMARY OF RESPONSIBILITIES

Connects library patrons to information, entertainment, technology, and culture through library services, programming, readers' advisory, and general assistance.

JOB RESPONSIBILITIES

- Serves at public service stations and in a roaming capacity to assist patrons in making effective use of library facilities and resources.
- Performs Information Desk functions, including Inter-Library Loan (ILL) resource sharing processes, collecting fines, checking materials in and out, in service to library patrons.
- Assists library patrons with basic readers' advisory and general information services.
- Demonstrates excellent internal and external customer service to all individuals.
- Answers patrons' questions in person, by phone, and/or online.
- Assists in troubleshooting patrons' technology issues with computers or personal electronic devices.
- Assists with opening and closing duties.
- Attends department meetings.
- Performs various clerical tasks and other duties as assigned.

POSITION REQUIREMENTS

To perform the job successfully, an individual should demonstrate the following competencies:

- **Attendance and reliability:** Demonstrates reliability by arriving to work, meetings and appointments on time and by completing assignments in expected time frames.
- **Customer Service:** Strives to maintain positive internal and external customer service relationships. Represents the library in an appropriate manner when dealing with staff, managers, vendors, contractors, colleagues and members of the public.
- **Diversity:** Treats others with respect and consideration regardless of their cultural background, status, lifestyle choices, or position.
- **Initiative:** Seeks increased responsibilities. Takes independent actions. Asks for and offers help when needed. Displays original thinking and creativity.
- **Teamwork:** Exhibits a willingness to work in a team-oriented environment. Demonstrates pleasant communication skills and supports others in the completion of library operations.
- **Organizational Ethics:** Maintains a high level of ethics, integrity and confidentiality. Follows all library policies and procedures.
- **Technical Skills:** The ability to perform necessary tasks, and provide assistance to patrons, using a variety of technologies.
- **Safety/Security:** Observes safety and security procedures. Promptly reports potentially unsafe conditions. Operates and uses equipment and materials properly. Satisfactory completion of background check.
- **Professional Development:** Stays informed of current trends and issues. Exhibits motivation and commitment to improve work related knowledge, skills, productivity, and abilities.

OTHER KNOWLEDGE, SKILLS AND ABILITIES

- A high school diploma or GED.
- Proficiency in basic computer knowledge and demonstrable ability to use applications in Windows environment including Microsoft Office products, Internet use, and email.
- Capacity to read, analyze, and interpret reference resources, professional journals, policy and procedure manuals and governmental regulations.
- Skill and ability to read English, understand oral and written instructions, and communicate effectively with staff and patrons, orally and in writing.
- Ability to interact with the public, vendors, or staff in a consistent, friendly, and professional manner.
- Knowledge of professional library principles, methods, techniques, and procedures.
- Possess the skill to construct a competent and complete search strategy using both print and non-print information resources.
- Ability to complete and compute various math equations when completing reports.
- Ability to frequently use a keyboard, carry, hold, lift, reach, stoop, sit, turn, push and pull.
- Ability to operate in a network environment and to learn various integrated library system functions used in carrying out essential job responsibilities.
- Maintains a positive attitude and a willingness to accept change.
- Ability to work flexible schedule including nights and weekends.