

Library Substitute

Position Description:

This flexible, hourly position works under the guidance of other library staff to assist with general library operations on a substitute, on-call basis. Responsibilities include working with library staff and the public, offering reader's advisory, reference assistance, clerical support, and helping with circulation and programming as needed.

The Library Substitute is an on-call position used to fill in for regular library staff and projects. If the Library Substitute cannot be reached for service, then the Library will call another substitute to assist with library services. The Library Substitute is an "at will" employee, and is subject to applicable library policies and procedures.

Responsibilities and Expectations:

- Assists patrons of all ages in using library services
- Provides coverage on the public service reference and circulation desks and/or assists staff with in-library and outreach programming as needed
- Has broad knowledge of general library operations including circulation
- Works various shifts as available and as needed
- Does not supervise other substitutes or other library employees

Customer Service

- Provides accurate and consistent access to information, materials, services, and programs to patrons and co-workers in a timely manner and with a good attitude
- Makes accurate referrals to co-workers, supervisor, other community agencies as appropriate
- Interprets policies and procedures to public in a customer-responsive manner
- Relays patron concerns appropriately to staff and/or Director in a timely manner

Library Operations

- Observes safety hazards and emergency procedures
- Observes library policies and practices
- Identifies problems and reports appropriately to library staff and/or Director
- Operates all office equipment and performs necessary office procedures utilizing copier, fax machine, answering machine, phones, and others as appropriate
- Familiarity with library equipment and performs necessary library procedures utilizing computers, DVD player, VCR, projector, and others as appropriate
- Follows all opening and closing procedures when assigned
- Performs variety of duties supporting the overall operation of the Library as assigned

Professionalism

- Maintains working knowledge of materials collections, services, and programs.
- Attends workshops, trainings, and conferences as appropriate
- Participates in staff development activities as appropriate

- Continually strives to increase job-related skills and knowledge
- Shares professional information with co-workers
- Adheres to library standards for conduct and work performance as well as ALA Code of Ethics and Bill of Rights

Teamwork

- Works cooperatively with co-workers, volunteers, and supervisor
- Displays flexibility in working with others
- Effectively communicates with co-workers
- Takes initiative
- Makes suggestions for solutions to problems
- Participates constructively in meetings
- Recognizes co-workers and volunteers for work well done

Recommended Minimum Qualifications:

- Bachelor's Degree
- Successful experience in library public service and with Integrated Library Systems or any equivalent combination of experience and training that provides the required knowledge, skills, and abilities
- Two years customer service experience
- Strong verbal and written communication skills
- Ability to work with the public in a pleasant manner and effectively resolve service issues using independent judgment
- Knowledge of computers; experience with computer applications in libraries preferred
- May be required to pass a background check if duties include unsupervised access to children under sixteen years of age, developmentally disabled persons, or vulnerable adults.