Title: Library Assistant Level 2
Department: Revere Public Library
Hours: 39 hours per week, including evenings and weekends.
Salary: $22.24 - $24.64 per hour per hour.
Contract: Local 22 Unit B

DEFINITION:
The Library Assistant II is responsible for assisting with the daily operations of the Revere Public Library. The incumbent interacts frequently with the general public and assists them with accessing library services.

ESSENTIAL FUNCTIONS:
- Assists patrons at circulation desks and throughout the library.
- Creates patron accounts.
- Assists patrons in locating print materials, in Revere and throughout the NOBLE network using the library catalog and placing them on hold or requesting delivery.
- Assist patrons in reserving passes to museums and other attractions for patrons.
- Assists patrons in finding electronic materials and services.
- Provides basic information services to patrons as needed.
- Informs and explains library services and policies to patrons.
- Provides basic assistance in the use of library equipment, including computers, printers, and microfilm readers. Performs basic troubleshooting.
- Circulates and shelves all library materials and routes items in the proper location.
- Inform the Director or other staff of technical difficulties.
- Performs other duties as required.

QUALIFICATIONS:
- One to three (1-3) years of customer service or related experience.
- Associate's degree or equivalent combination of experience, education and training.
- Experience with databases and online applications desirable.
- Excellent customer service skills and interpersonal skills. Proficiency in Microsoft Office programs, internet browsers, and other common software.
- Experience working with the public.
- Experience with Evergreen integrated library system.
- Willingness to work a flexible schedule including evenings and Saturdays.

KNOWLEDGE, ABILITY, and SKILLS

Knowledge

- Knowledge of Windows and Apple operating systems as well as common commonly used software such as the Microsoft Office suite of products including but not limited to Microsoft Word, Excel and PowerPoint.
- Knowledge of computer applications and use of the Internet, including printer use, and various browsers including Google Chrome as well as cloud software such as Google apps, Dropbox, etc.
- Knowledge of library management systems and digital resources.
- Knowledge of library operations and library services.
- Knowledge of Evergreen or experience with other Integrated Library Systems.

Abilities

- Ability to learn new skills easily including new computer software.
- Ability to work effectively and accurately under pressure in a fast-paced environment.
- Ability to use office equipment such as telephones, copiers, scanners, fax machines, and printers, including basic troubleshooting.
- Ability to develop and implement creative approaches to reach targeted audiences.
- Ability to communicate effectively both verbally and in writing.
- Ability to deal effectively, tactfully, and appropriately with the public.
- Ability to follow written and oral directions and instructions.
- Ability to work collaboratively with diverse teams, as well as establish and maintain effective working relationships with co-workers, patrons, community organizations, and other stakeholders.
- Ability to handle situations with discretion and tact, takes initiative, is resourceful, and practices good judgment, both individually and as part of a team.

Skills

- Strong communication, interpersonal, and organizational skills

PHYSICAL ENVIRONMENT

Work is performed primarily in a classroom-type, open environment, subject to moderate noise during both regular business hours and on some nights and weekends. Daily interaction with the general public in person, by phone, and or email communications. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job. The work does require some level of physical activity including walking up and down stairs on a regular basis as well as standing for long periods of time. Up to two-thirds of the time is spent standing, walking, or reaching with hands or arms. Up to two-thirds of the time is spent using hands to finger, handle or feel objects, tools, or controls. The employee is frequently asked to sit, talk and listen. Frequently required to lift up to 10 pounds; occasional lifting is required up to 30 pounds; seldom required to lift more than 50 pounds. Specific vision abilities include close vision and the ability to adjust focus. With the compactness of space and accessibility, the need to respond to competing needs or resolve conflicts is frequently stressful. Equipment used includes personal computers, office machines, and audio-visual equipment.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties,

and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online. The application must be submitted via the City's https://portal.laserfiche.com/n1579/forms/EmployeeApplicationOfficial . Please submit a resume, cover letter and salary requirements with your application.