



southburlington

VERMONT

JOB DESCRIPTION

Library Substitute

Last Updated 3/2023

Job title	Library Substitute
Reports to	Library Director
Classification	Non-exempt
Salary	\$18.02/hr, part-time, no benefits
Direct Reports	None

Job Summary

The Library Substitute will carry out routine Circulation Desk duties and will provide a positive and welcoming experience to all Library visitors and assist patrons of all ages in locating library materials. Will sometimes be responsible for a service desk.

Essential Functions (Majority of duties, but not meant to be all-inclusive nor prevent other duties from being assigned as necessary.)

- Greets patrons and offers assistance.
- Performs routine circulation functions accurately, to include checking items in and out, registering new patrons, updating patron information, and placing holds.
- Provides patron assistance in locating Library materials, using the online catalog.
- Uses online and paper resources to assist patrons with reader's advisory services.
- Assists with administrative duties as needed.
- Answers telephone and directs calls.
- Shelves materials as needed.
- Reads shelves to ensure materials are in proper order.
- Enforces library policies in an appropriate manner.
- Performs other duties as assigned.

Minimum Qualifications:

- High school degree with customer service experience required; Bachelor's degree with one year of customer service experience, or equivalent, is preferred.
- Fluency in a language other than English is desired.

Knowledge and Experience:

- Ability to deal tactfully, courteously, and effectively with the public and other employees.
- Strong communication skills.
- Ability learn and apply new computer skills.
- Ability to learn library procedures and apply policies.
- Ability to bend, stoop, lift and carry .
- Ability to work with a high degree of accuracy, efficiency and dependability.

Working Conditions

(Typical working conditions associated with this type of work and environmental hazards, if any, that may be encountered in performing the duties of this position.)

Internal: Work is normally performed in a climate-controlled office environment, where exposure to extreme conditions of heat/cold, poor ventilation, fumes and gases is limited. Noise level fluctuates and includes the sounds of high school students talking, emergency alarms, children and families, normal office equipment. No known environmental hazards are encountered. Work involves interaction with members of the general public who may be unruly or impolite, addressing behavioral issues. Work occasionally involves exposure to safety concerns typically associated with dealing with or addressing members of the general public in a community setting.

External: N/A

Physical Demands

(The physical effort generally associated with this position.)

Work involves standing and walking for brief periods of time. There is potential for eye strain from reading detailed materials and computer screen. Exerts some physical effort in performing duties including standing, bending, kneeling, reaching, carrying, pushing and lifting up to 40 lbs. Work normally requires finger dexterity and eye-hand coordination to operate computer keyboards at a moderate skill level. Repetitive motion injuries may occur.