



southburlington

VERMONT

Job title	<i>Library Substitute</i>
Reports to	<i>Library Director</i>
Classification	<i>Non-Exempt Hourly (part-time-on call)</i>
Salary Grade	<i>Grade 11</i>
Direct Reports	<i>None</i>

OBJECTIVE

This position is responsible for carrying 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.

ESSENTIAL FUNCTIONS

The essential functions are not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Greet customers and provide excellent customer service.
- Performs routine circulation functions accurately including checking items in and out, registering new customers, updating customer information, placing holds, collecting fines and fees.
- Provides customer assistance in locating library materials using online catalog.
- Uses online and paper resources to assist customers with reader's advisory services.
- Answers telephone and directs calls.
- Shelves materials as needed and reads shelves to ensure materials are in proper order.
- Enforces library policies to customers in appropriate manner.
- May be asked to cover for other programs or services.
- Flexible on call hours; days, nights, weekends.

EXPERIENCE

- Prior experience working in a Library or Book Store.
- Provides excellent customer service to the public and co-workers.
- Ability to learn library procedures and apply policies.
- Effectively address customers who may be demonstrating unruly or impolite demeanor.
- Works within a high degree of accuracy, efficiency and dependability.

PHYSICAL REQUIREMENTS

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.

- Use of standard office equipment.
 - Hearing, seeing, talking.
 - Standing, walking, sitting, bending, kneeling, stooping, crouching, crawling, and climbing.
 - Able to lift and/or move items over 5 pounds.
 - Ability to push/pull.
 - Finger dexterity.
 - Indoor noise level is normal and below .85 decibels.
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