



Senior Library Assistant Riverton Branch

Portland Public Library (PPL) is currently seeking a Senior Library Assistant for the Riverton Branch. The Branch/Outreach Services Department extends the reach of the Portland Public Library through the delivery of public library services in the Portland neighborhoods. This position is responsible for processing a variety of computer-assisted circulation transactions, responding to patron reader's advisory and reference inquiries, answering a variety of public computing questions, and assisting with programming activities. This position additionally focuses on youth services, collaborating with the Riverton Branch Manager in preparing, promoting and executing a wide range of library offerings for babies, toddlers, school aged children, and their caregivers.

The Branch Senior Library Assistant works with a wide variety of the public and facilitates a variety of patron account matters. They must be able to interact effectively and manage sometimes difficult situations. This work is performed in a fast-paced environment and requires an exceptional level of customer service.

This is a union-represented, part-time, **20 hours per week** onsite position, normally scheduled to work Mondays, Wednesdays, & Saturdays, after training.

Nature & Scope

1. The Branch Senior Library Assistant issues new borrowers' cards, verifying identification and address, checking for previously issued cards, collecting fees from non-district borrowers, and orienting patrons to library policies and services.
2. This position works collaboratively with the Riverton Branch manager to design and develop ways to highlight library collections, resources, and programs that will excite and encourage children and their caregivers to use the library. They will develop a broad knowledge of youth library services to connect patrons to the materials and resources they seek.
3. This position updates the patron database by accurately entering information about newly registered patrons, obtaining any changes in existing patrons' contact information, and editing the database to reflect those changes. The position attends to all patron account matters with great accuracy, care, neutrality, and attention to detail, always safeguarding the privacy of patrons' borrowing histories and other sensitive information.
4. Employing a thorough knowledge of library services and system resources, this position receives, interprets, and answers inquiries from library patrons made in person, by telephone, and email. These inquiries come from a diverse cross-section of the public, both adults and children, and may concern circulation practices and procedures as well as general library information. When appropriate, the position refers patrons to another department.
5. This position checks materials out and in at the Branch Lending desk; collects payments for lost materials; makes note of the condition of materials leaving the library, and checks returned print and audiovisual material for damage or missing parts. This position also processes special requests such as renewing materials, placing reserves, and answering patrons' queries about locations of books, standing on hold queues, and status of accounts/materials.

- 6.** In the process of performing their duties on the desk, the incumbent places and routes holds, identifies and refers materials needing repair to the proper department, initiates shelf checks to resolve patron problems, processes deliveries from other library locations, and sorts returned items by location to be staged and reshelved. The incumbent performs shelving duties as needed.
- 7.** This position is responsible for performing certain other tasks associated with the Branch such as requesting the assistance of other Branch staff or City first responders when needed; receiving donations of materials; and posting public service announcements.
- 8.** Along with the Branch team, the incumbent actively engages the public as the initial point of information in the library. Staff may demonstrate to patrons the use of the online catalog, how to create a Bibliocommons account, and provide an overview of the library's website. These interactions sometimes include an explanation of the MaineCat system, our Interlibrary Loan capabilities, and cloudLibrary installation and use. Staff may also explain and/or demonstrate the credit card-based system for fees payment. Each of these interactions may be done by staff moving out from behind the desk and working directly with the patrons at the catalog computers.
- 9.** The Branch Senior Library Assistant may create on-the-fly records in the database for non-catalogued materials as they are circulated so that they will be counted in the monthly Branch statistics.
- 10.** This position assists patrons in signing up for public computer usage. The incumbent also assists patrons with basic computer use, various computer related questions and programs, as well as use of the Branch printer/photocopier.
- 11.** The Branch Senior Library Assistant collects and records miscellaneous statistical data as requested for the management of the Branch, and other duties as assigned.
- 12.** The incumbent exercises independent judgment with every library patron and selects appropriate sources to assist the patron in answering the inquiry. The incumbent must have a broad knowledge of children's, teen, and adult services, the library circulation system, databases, and Web resources, and the ability to connect patrons to the materials they desire (books, magazines, movies, video games, and more).
- 13.** As mutually agreed by Branch Manager and incumbent, this position may organize, prepare, and produce a wide variety of programming for infants, children, teens, and adults and may create and run their own programs based on special interests.
- 14.** This position may also assist with classroom visits, school visits to the Branch, and development and maintenance of displays.
- 15.** The incumbent may oversee the opening/closing and daily operation of Branch, and may be Branch Person in Charge, depending on seniority, in the absence of the Branch Manager.
- 16.** This position may process and input periodicals to the ILS.

17. The incumbent may assist the Branch Manager with projects related to collections management, including assessing materials for condition and circulation statistics.
18. As a part-time position, each Senior Library Assistant manages a complex variety of services and processes, in collaboration with the entire Branch team. Each team member must be responsible to and rely upon the entire team to ensure that the service to patrons is efficient and effective, and the environment of the Branch is collegial. This includes solid communication in patron records, logs, and in person.
19. Participates in maintaining a safe and welcoming environment for fellow staff and library users. This position must use careful judgment to discern patron needs and resolve matters in the most mutually successful way.

Basic Qualifications

At the entry level, this position requires a bachelor's degree from an accredited college or university or any equivalent combination of experience, training, and education, which provide the following:

- Ability to accept direction, from "system" format and from Branch Manager, as requested.
- Ability to work independently, and to organize and follow through on multiple assignments.
- Ability to collaborate and work well with other members of library staff and administration.
- Strong service orientation and demeanor appropriate to provide a high level of service to a diverse public. Excellent customer service skills.
- Experience working with youth from infancy to age 12 required.
- Patience, self-motivation and the ability to thrive in a sometimes louder, chaotic, yet rewarding environment.
- Knowledge of reader interests, books, authors, and interest in promoting reading, particularly for young people.
- Ability to remain calm and pleasant under pressure while maintaining attention to detail in a fast-paced, multi-tasking environment.
- Ability to communicate clearly and effectively in oral and written format.
- Knowledge of and proficiency with popular operating systems and their software, particularly Microsoft Office; web browsers and search engines; and email programs.

Additional Attributes:

- An active interest in one or more of the visual, written and/or performing arts is preferred.
- Fluency or proficiency in a language other than English.
- Experience working with English Language Learners.
- Prior library experience a plus.

Work Environment and Physical Demands

- This position requires regular use of computers. This position requires regular movement through library service areas and lifting up to 30lbs.
- This position is performed in a busy and diverse public library environment where public interaction sometimes can present challenging situations.
- The branch hours vary, and this position may include occasional evening and weekend hours.
- This work is fast-paced and may be demanding during peak hours of operation.

Compensation & Benefits

Hours & Pay: This is a union-represented, part-time, **20 hours per week** onsite position, normally scheduled to work Mondays, Wednesdays, & Saturdays. **Pay begins at \$19.12/hr.**

Benefits & Other Details: Excellent benefits package includes health, dental, and vision insurance, retirement options (in lieu of Social Security), and paid leave.

How to Apply

To apply, please send your resume, letter of interest, and three professional references via email at careers@portlib.org.

Mailed applications may be sent to: Human Resources, Portland Public Library, 5 Monument Square, Portland, ME 04101.

About PPL - Core Values

Portland Public Library is an equal-opportunity employer dedicated to creating a culture that fosters continuous staff development and engagement to reflect the learning role we play for our patrons. We value self-directed growth as well as sharing knowledge and experience, working collaboratively, and communicating openly.

PPL promotes professional engagement with colleagues, with community efforts, and with others in the library field. Every employee of the Portland Public Library strives to offer the highest quality service – externally to library patrons and internally to colleagues.

We are committed to hiring and maintaining a diverse workforce of highly qualified staff to broaden perspectives, promote equity and inclusion, and connect to the breadth of our community. Applicants with racially, ethnically, or culturally diverse identities or backgrounds are encouraged to apply.