

GLEN RIDGE PUBLIC LIBRARY

SUBSTITUTE JOB DESCRIPTION

DEFINITION

The Substitute performs fill-in clerical, paraprofessional and other support duties within established Library regulations and procedures under the supervision of the Principal Library Assistants

Job Classification: Library Assistant

Reports to and is evaluated by: Principal Library Assistants or other designated supervisor or managerial staff member appointed by the Board

Supervises: n/a

PRIMARY DUTIES & RESPONSIBILITIES:

- Provides patron services in both youth and adult departments on an as-needed basis including evening and Saturday shifts
- Participates in the full range of patron service duties, including, but not limited to: charging and discharging Library materials, computing and collecting fines and fees, registering new borrowers
- Answers and routes telephone calls and emails in a professional & polite manner
- Answers basic questions on Library organization, holdings, policies and procedures; refers more involved questions to appropriate staff
- Assists the public in basic use of Library resources and equipment, including the online catalog
- Shelves and shelf-reads all Library materials
- Processes reserve requests and notifies patrons when items are available
- Follows opening and closing procedures
- Performs other duties as assigned

KNOWLEDGE, SKILLS, ABILITIES

- Must respect the privacy of all Library patrons & colleagues and maintain confidentiality of Library records according to New Jersey Statutes
- Basic knowledge of books, authors, and genres
- Must be able to interact tactfully and courteously with the public and maintain positive working relationships with other employees
- Must be familiar with the Library's personnel manual and, both the Library's and BCCLS' policies and procedures
- Should be organized, detail-oriented, flexible and able to multitask
- Must participate in staff meetings and additional training as required and approved by the Library Director.

QUALIFICATIONS:

- High school graduate or an equivalent degree with a two year minimum of similar work experience
- Must be able to work both evenings and weekends on an on-demand basis
- Must have good computer skills, knowledge of Microsoft Office and use of internet, be comfortable with technology and able to learn new applications quickly
- Must be fluent in English with excellent oral and written communication skills
- Must be reliable and punctual in attendance
- Must be able to work as supportive team member
- Must be physically able to lift and carry Library equipment and supplies