



- Models exceptional customer service at public service desks during regularly-scheduled shifts.
- Answers reference and readers' advisory questions in person and by phone, email, or other technology.
- Assists patrons with technology use and provides training on frequently used software and library resources.
- Plans, presents, and evaluates library programs.
- Interprets and enforces library policies and procedures for public and staff.
- Participates in hiring, supervising, training, developing, and evaluating staff.
- Stays up to date on industry trends and standards through participation in professional organizations; workshops and continuing education opportunities; conference attendance; and reading professional literature.
- Acts as "Person in Charge" as needed in the absence of the Library Director.
- Participates in professional leadership team decisions.
- May represent the Library Director as needed at Library Board of Trustees or Friends of the Library meetings.
- Monitors appropriate budget lines.
- Creates a welcoming environment for library patrons and staff.
- Maintains confidentiality of circulation and patron records in accordance with CT General Statutes [Sec. 11-25].

#### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

- Knowledge of effective customer service skills and commitment to excellence in customer service.
- Proficient computer skills to perform all duties and ability to adapt to new technology.
- Good interpersonal skills and ability to deal courteously and effectively with coworkers and the general public.
- Ability to effectively present information and respond to information requests.
- Excellent time-management skills.
- Ability to analyze information and statistics and develop recommendations based on that data.
- Ability to work independently, respond to varied/changing work demands, and demonstrate initiative and decision-making skills.
- Thorough knowledge and understanding of library systems and automation.
- Ability to supervise.
- Ability to speak, write, and read English.
- Ability to apply principles of intellectual freedom to library services.
- Ability to maintain confidentiality of library patron information.

#### **REQUIRED PHYSICAL AND MENTAL EFFORT AND ENVIRONMENTAL CONDITIONS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee may be exposed to airborne particles. The employee will be required to provide his/her own transportation.

- Ability to perform duties in an office environment.
- Ability to work in a library setting subject to continuous interruptions and background noises.
- Ability to sit or stand for extended periods of time.
- Ability to move, bend, stoop, and lift and carry books and files of approximately 35 pounds or less.
- Ability to maneuver a fully loaded book cart.
- Work includes extended periods of time viewing a computer monitor and operating a keyboard.
- Intermittent exposure to video display terminals.
- Ability to work under stress from demanding deadlines, public contact, and changing priorities and conditions.
- Ability to read printed material, computer monitors, and device screens.
- Ability to communicate effectively with individuals in person, over the telephone, and using other technology.
- Ability to file books, periodicals, reports, etc. on shelves ranging from 1' to 7' from the floor.
- Ability to move throughout the Town, Library, Town Hall and other Town buildings and sites.
- Ability to work flexible hours, including evenings and weekends.
- Some travel required to attend meetings in Canton and outside of Canton.

#### **REQUIRED MINIMUM QUALIFICATIONS**

The requisite knowledge and skills generally would be acquired with a bachelor's degree and three years of working experience in a public or academic library setting.

#### **LICENSE OR CERTIFICATE**

Must possess a valid and current driver's license.

*NOTE: The above description is illustrative only and is not meant to be all-inclusive.*