



Senior Library Assistant Lending/Public Computing

Portland Public Library (PPL) is currently seeking a Senior Library Assistant for Lending and Public Computing. Reporting to the Lending/PC Desk Supervisor, the Senior Library Assistant is an integral member of the desk services at the Downtown Library providing customer service and support to library users at the Lending and Public Computing desks. The Lending/Public Computing Services Section of Access Services provides high-quality, efficient services to the people of Portland and Southern Maine.

The Lending Desk is the “front door” of the library, and the Senior Library Assistant is in the position of setting a welcoming and positive tone for a patron’s experience at the library and provides an initial point of instruction to the public. The Senior Library Assistant regularly works with a wide variety of the public and facilitates a variety of patron account and computer access 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 9:45am-5:00pm, Thursdays 10:45am-6:00pm, and Fridays 10am-5pm. In every third week, the Monday hours will instead be worked on Saturday 9:45am-5pm. These hours will take effect after training.

Nature & Scope

- The 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.
- Maintaining the patron database is the responsibility of the Lending Services section. This position updates that database by accurately entering information about newly registered patrons, proactively obtaining any changes in existing patrons' contact information changes, and promptly making these and other necessary edits to keep records up to date. 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.
- Employing a thorough knowledge of library services and system resources, this position receives, interprets, and answers inquiries from library patrons, both face-to-face and over the telephone. These inquiries come from a diverse cross-section of the public, both adults and children, and may concern Lending Services practices and procedures as well as general library information. When appropriate, the position refers patrons to another department.
- This position checks materials out and in at the Lending Services 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. The Senior Library Assistant 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.

- 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.
- This position is responsible for performing certain other tasks associated with the Lending Services desk area such as requesting the assistance of Maintenance/Library Safety staff or City first responders when needed; receiving donations of materials; and routing public service announcements for posting.
- The Senior Library Assistant actively engages the public as the initial point of information in the library. Staff may be called upon to demonstrate to patrons the basic functions available through the catalog including locating specific items, explaining their location and status, and explaining the various search functions available. These interactions sometimes include an explanation of the existence and use of MaineCat and our Interlibrary Loan capabilities. Staff may also explain and/or demonstrate the credit card-based payment system that is available to the public for fines 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.
- The 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 Lending Services statistics.
- When at the Public Computing desk, this position assists patrons in the use of the library's computer and print management system by helping them use the sign-up, queue, and print-release functions.
- The PC desk issues computer guest passes.
- The PC desk assists patrons in basic uses of computers and the internet, as time permits.
- In addition to the regular responsibilities of the position, each staff member also rotates responsibility for a variety of routine tasks based on need, schedule, and interest. Daily set up and shut down of the Lending/PC Services desks involves checking that desk supplies are stocked, collecting and storing monies received, etc.
- The Senior Library Assistant collects and records miscellaneous statistical data as requested for the management of the Lending/PC Services section, and other duties as assigned.
- As a part-time position, each Senior Library Assistant manages a complex variety of services and processes, in collaboration with the entire Lending/PC Services 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 Desk is collegial. This includes solid communication in patron records, logs, and in person; and active participation in section and library-wide meetings and task groups.
- 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 high school diploma or any equivalent combination of experience and training which provides the following:

- Ability to learn library system policies and possibilities.
- Strong service orientation and demeanor appropriate to provide a high level of service to a diverse public.
- Ability to communicate clearly with others.
- Acute attention to detail.
- Ability to remain calm, courteous, and accurate in an often fast-paced, demanding, high pressure environment, juggling tasks and using excellent judgment.
- Ability to work effectively and cooperatively with other members of library staff and administration.
- A good working knowledge of authors and titles.
- Ability to learn new skills and processes as they evolve at the desk.
- Basic typing or keyboard skills.

Prior library experience and use of databases helpful.

Work Environment and Physical Demands

- This position requires regular use of computers.
- This position requires standing for extended periods of time. Regular movement through library service areas and lifting is also required.
- This position is performed in a busy and diverse public library environment where public interaction sometimes can present challenging situations.
- The position may require lifting up to 30lbs, bending, and pushing book trucks.

Compensation & Benefits

Hours & Pay: This is a union-represented, part-time, **20 hours per week** onsite position, normally scheduled to work Mondays 9:45am-5:00pm, Thursdays 10:45am-6:00pm, and Fridays 10am-5pm. In every third week, the Monday hours will instead be worked on Saturday 9:45am-5pm. **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.