

**Thomas Crane Public Library
40 Washington Street, Quincy MA 02169**

JOB POSTING

2/27/2024

Senior Library Assistant (Bilingual, North Quincy Branch) - Full-Time (35 Hours)

Paraprofessional VI; \$25.86 - \$32.42 (in six steps) plus weekend differential

Duties:

Performs a variety of library tasks related to circulation and public services at the North Quincy Branch and other locations. Provides interpretation for library programs, translates signs, flyers and short documents, and assists with collection development in Chinese or other language.

Requirements:

Bachelor's degree preferred; Experience with common office computer applications required; Public service experience with adults, teens and children strongly preferred; Ability to communicate effectively in Chinese (Cantonese and/or Mandarin), or other language besides English, both orally and in writing.

Schedule (35 hours/week):

Monday 9-5

Tuesday 1-9

Wednesday 9-5

Thursday 9-5

Saturday 9-5 (Every)

Closing Date: Wednesday, March 13, 2024 at 5:00 p.m.

Thomas Crane Public Library
Senior Library Assistant - Bilingual - North Quincy Branch

General Statement of Duties

The Bilingual Senior Library Assistant for North Quincy assists the North Quincy Branch Manager and the Adult & Young Adult Services Librarian with all aspects of branch library services and performs a variety of library tasks related to circulation and public services at the Main Library and other locations. The language skills required by this position may vary based on the existing demographics and services needs of the community.

Supervision Received

Works under the supervision of the North Quincy Branch Manager. Works under the direction of the Circulation & Access Coordinator when assigned to the Main Library.

Principal Duties

- Gives friendly and helpful service to library users of all ages in person and on the telephone
- Assists library users in locating and selecting information and materials
- Assists library users with library computers, printers, and other equipment
- Assists in all aspects of circulation services including registering library users; charging, discharging and renewing library materials; placing and filling user holds; collecting fees and fines; explaining policies and procedures; processing reports and notices, etc.
- Assists in opening and closing procedures
- Assists with collection merchandising and maintenance
- Assists with shelving, shelf reading, shelf maintenance and materials handling
- Resolves library users' problems and conflicts
- Provides interpretation for library programs and tours in Chinese or other language as needed
- Translates signs, flyers and short documents into Chinese or other language for the public
- Assists with Chinese or other language collection development
- Participates on library staff committees and attends in-service trainings
- Works at various locations throughout the library system and may participate in off-site outreach events
- Performs other circulation and public service support duties as required

Qualifications

Education & Experience

- Bachelor's degree preferred
- Experience with common office computer applications required
- Public service experience with adults, teens and children strongly preferred

Knowledge, Skills & Abilities

- Must be able to communicate effectively in English, both orally and in writing, and be easily understood on voice telephone
- Ability to communicate effectively in Chinese (Cantonese and/or Mandarin), or other language besides English, both orally and in writing

- Must be able to perform routine and non-routine procedures involving many steps, and accurately and efficiently sort and shelve materials in alphanumeric order
- Must be able to accurately follow complex written and/or verbal instructions and pay close attention to detail
- Aptitude for technology and the ability to assist customers of all skill levels in the use of library technology
- Must be able to establish and maintain effective working relationships with coworkers in a team setting; willingness to assist and support coworkers, contribute ideas, maintain flexibility, and adapt to a rapidly changing environment
- Must be able to work independently with limited direct supervision
- Must possess a positive customer service attitude and the ability to be friendly, courteous and tactful with the public
- Knowledge of books, authors and reading genres is highly desirable

Physical Demands & Work Environment

Physical Demands:

While performing the duties of this job, the employee is frequently required to:

- Sit or stand for extended periods of time, to bend, stoop, and walk, and to talk and hear
- Use hands to finger, handle, or feel objects, tools, or controls; and to reach with hands and arms
- Lift and carry books and other library materials up to 25 pounds, push loaded book trucks up to 150 pounds, and operate a variety of machinery and equipment, including office equipment such as computers, scanners, copiers, facsimile machines, CD/DVD players and related equipment.
- Vision requirements include close vision, distance vision, depth perception and the ability to adjust focus

Work Environment:

While performing the duties of this job, the employee will encounter hectic or demanding situations, including behavioral issues and frequent interruptions, with maximum flexibility required. The job involves working a varied schedule, including evenings and weekends, and assignment at a variety of library service points and branch library locations. Employees must be willing and able to travel between branch locations and to attend meetings and events outside the library.

February 2024