



THE PROVIDENCE ATHENÆUM

LIBRARY ASSISTANT

Reports to: Circulation Supervisor

Full time/part time: part time

Hourly/salary: hourly (\$15-\$16/hour)

Exempt/non-exempt: non-exempt

Position summary:

Library Assistants at the Providence Athenæum perform a dual function, working some hours on the circulation desk (serving Athenæum members in a library-oriented role) and some hours in the visitor center (serving non-member visitors in a tourism-oriented role). Duties for this position thus involve clerical, paraprofessional, and tourism-based work, with a strong emphasis on excellent customer service. Staff must be courteous, efficient, and helpful, and must represent the institution well in this front-facing position. Library Assistants work under the general supervision of the Circulation Manager. A regular commitment of 20-28 hours per week, including weekends, is required.

Duties:

- Welcoming members and visitors and providing general information about the library, programs, collections, etc.
- Explaining membership benefits and policies; processing new and renewing memberships.
- Orienting visitors to the library and leading weekly building tours.
- Circulating library materials, including reserves, renewals, and requests.
- Providing light reference help and readers' advisory for members.
- Handling sales transactions, including library fines, merchandise sales, and membership dues.
- Processing incoming mail and phone calls and directing to appropriate departments.
- Performing routine shelving of library materials and processing new periodicals.
- Assisting in other library departments as needed, including programming support, fundraiser staffing, technical services assistance, and other tasks.

Requirements and skills:

- Bachelor's degree, associate degree, or any equivalent combination of education and experience.
- Substantial customer service experience in a library, retail, tourism, or clerical setting.
- Basic computer literacy, including Google Suite, Microsoft Office, and typing skills.
- Ability to stand, sit, lift, stoop, walk, climb stairs, and move library materials.
- Ability to perform routine work accurately, follow instruction and procedures, and work independently.
- Ability to establish and maintain effective and pleasant working relationships with library members, visitors, and staff.

Please send resumes to Juli Anna Herndon, Circulation Manager by June 24 at circulation@provath.org.