



THE PROVIDENCE ATHENÆUM

LIBRARY ASSISTANT

Reports to: Circulation Manager

Full time/part time: part time

Hourly/salary: hourly

Exempt/non-exempt: non-exempt

Benefits: partial

Position Summary

Library Assistants at the Providence Athenæum provide services to members, students, and visitors while working at the circulation desk and in the visitor center. Duties for this position involve clerical, paraprofessional, and library-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 16-24 hours per week, including weekends, is required.

Duties

- Welcoming members and visitors and providing general information about the library, programs, collections, etc.
- Circulating library materials, including holds, renewals, and requests.
- Explaining membership benefits and policies; processing memberships.
- Orienting visitors to the library and answering general tourism-related questions.
- Handling sales transactions, including visitor donations, merchandise sales, and membership dues.
- Performing routine shelving of library materials and processing new periodicals.
- Processing incoming mail and phone calls and directing to appropriate staff.
- Preparing merchandise items for sale, including inventorying, packaging, and replenishing displays.
- Providing light reference help and readers' advisory for members.
- Performing other duties as assigned to support the organization. For example: program support (e.g., setting up chairs for reading groups; checking in members at a program), technical services assistance (processing books); etc.

Requirements and Skills

- Bachelor's degree, associate degree, or any equivalent combination of education and experience.
- Substantial customer service experience in a library, retail, historic 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.
- Punctuality.
- Ability to establish and maintain effective and pleasant working relationships with library members, visitors, and staff.

To apply, please send a resume and cover letter to Juli Anna Herndon, Circulation Manager, at jaherndon@provath.org by Friday, June 14th.