



Position Description

Position title: Library Substitute	Department: Library
Reports to: Director	Supervises: N/A
FLSA status: Part-time hourly, on-call	Date revised: 4-21-25
Starting salary: \$12.00-\$15.00 per hour, and Park & Rec Center membership.	Hours: As needed to cover absences, including occasional evenings and Saturdays. Will not exceed 28 hours per week.

Position Summary

The Library Substitute provides essential front-line service at the library on an as-needed basis, stepping in during staff absences, vacations, or peak service hours. Substitutes work primarily at the front desk to assist patrons with borrowing materials, using computers, and accessing library resources while ensuring excellent customer service and upholding library policies.

Essential Job Duties

- Customer service – Provide courteous and responsive assistance to library users. Support patrons with checkouts, returns, and account management. Help patrons use public computers and equipment.
- Security and privacy – Maintain patron confidentiality in accordance with library law and policy. Follow opening, closing, and behavioral safety protocols.
- Circulation and recordkeeping – Use library software to manage patron accounts, check materials in and out, and reserve meeting rooms and equipment. Accurately handle financial transactions.
- Information support – Answer basic questions about the library, direct patrons to resources or staff, and provide readers' advisory when possible. Refer complex questions to other staff.
- Shelving and maintenance – Re-shelve returned materials and support general tidiness of the collection.
- Adaptability – Be prepared to step into a variety of roles based on daily needs, including assisting with shelving or light technical troubleshooting.
- Other duties – Perform additional tasks as requested by the Director.

Knowledge, Skills, and Abilities Required

- Friendly and effective communication with patrons and staff
- Attention to detail and commitment to accuracy
- Comfort with PCs and basic software (e.g., Microsoft Office)
- Ability to alphabetize and use the Dewey Decimal System
- Physical ability to move materials and remain on feet for much of a shift
- Dependability and flexibility in responding to varying schedule needs

Entry Requirements

Education: High school diploma or GED

Experience: At least one year of clerical or customer service experience preferred

Other: Must pass background check or other screenings as required

Disclaimer

The above information is intended to describe the general nature and level of work to be performed by an employee in this position. It is not intended to be an exhaustive list of all duties, responsibilities, requirements, and working conditions. The Fairfield Public Library reserves the right to change or assign other duties to this position as needed and as deemed appropriate. Employees holding this position will be required to perform any other job-related duties requested by the Director. Reasonable accommodations may be made as needed for employees to be able to perform the essential duties and responsibilities and meet the requirements of the position. Except for employees covered by Civil Service and/or a collective bargaining agreement, Fairfield Public Library employees are considered at-will employees. An employee may terminate his/her employment at any time, and the Fairfield Public Library may also terminate the employee's employment at any time. Unless otherwise provided by contract or law, all employment with the Fairfield Public Library is to be considered "at-will."

Employee acknowledgment

I have carefully read and understand the contents of this position description. I understand the duties, responsibilities, requirements, and working conditions. I also understand that this is not necessarily an exhaustive list of duties, responsibilities, requirements, and working conditions associated with the position. While this list is intended to be an accurate reflection of the current position, I understand that the employer reserves the right to revise the duties and responsibilities of the position or to require that additional or different tasks be performed. I understand that I may be required to work overtime, as well as different shifts or hours outside the normally defined workday or workweek.

Employee's Signature: _____ Date: _____

Director's Signature: _____ Date: _____