PART-TIME CIRCULATION ASSISTANT

Classification Title: Library Technician

Job Title: Circulation Desk Assistant

General Statement of Duties: Public desk staffing employs the highest clerical-level classification and performs higher-level routine library functions of moderate complexity. Provides direct customer services as necessary to adults and children in a small public library.

Supervision Received: Position is under the direct supervision of the Head of Circulation and the general supervision of the Library Director according to library procedures and policies.

Supervision Exercised: A Circulation Desk Assistant in the absence of the Head of Circulation and the Library Director may be responsible for the supervision of the library page(s) and volunteer(s) working during their shift.

Description: The Lee Library is searching for an enthusiastic, energetic, customer service-oriented individual to fill a position for circulation desk assistant. Position is under the direct supervision of the Head of Circulation and the general supervision of the Library Director. Provides direct services as necessary to adults and children in a small public library setting.

Duties and Responsibilities: Provide circulation desk services to adults and children. Duties include: checking in/checking out materials on automated CW MARS circulation system, providing general reference services to adults and children both in-person and on the telephone, re-shelving returned materials, processing holds and ILL materials, processing overdue notices, answering telephone inquiries, monitoring use of the library, registering new patrons and updating confidential patron information files, assisting patrons in locating library materials through OPAC or ILL, collecting and recording fines, copier fees, computer printing fees and lost item fees, informing patrons of and enforcing library policies, shelving and shelf-reading library materials as necessary, recording manual patron usage statistics, assisting patrons in using library technology (i.e. PAC, internet, databases, word processing, copier, fax, etc....), performing opening/closing procedures for library as required, providing referrals and reader's advisory services, keeping the circulation area neat and functional, notifying patrons about reserved materials, answering directional, policy, and procedural questions by
library patrons, providing access as needed to the genealogy and historical collections in accordance to library procedures in the absence of the Library Director, monitoring condition of circulating library materials, maintaining library areas in a neat manner, rotation of "new" books, preparation of magazines for circulation, rotation of magazines and newspapers to storage, and other circulation services as necessary. Must have the ability to use computers for automated library functions, and, to assist patrons and other staff in automated procedures. Responsible for other duties as deemed necessary by the Head of Circulation and the Library Director.

**Qualifications:** Good public service orientation. Experience with and genuine enjoyment of working with patrons of diverse ages and ethnicities. Dependability and flexibility with regard to hours. Must be able to work independently, prioritize, be service-oriented, and adapt to a variety of tasks quickly. Should have excellent interpersonal communication skills. Must have the ability to communicate effectively with all members of the public, including children, in a courteous and tactful manner. Basic working knowledge of computers and computer literacy is necessary. Familiarity with CW MARS software is helpful. Essential skills include alphabetizing and numerical sequencing. Willingness and ability to learn new library procedures and practices. Personal responsibility and a patient and friendly temperament are important. Requires accuracy and attention to details. Must understand and follow written and oral directions. Must have keyboard skills to input computer data. Physical ability to lift, retrieve, sort, push carts, and shelve materials at high and low levels.

**Desirable Qualifications:** Library experience, especially with III (Innovative Interfaces) automated library software. Massachusetts Basic Library Techniques (BLT) training courses helpful. Familiarity with literature, ability to establish strong working relationships with the public, superiors, and associates, have excellent reading, writing, and speaking skills, ability to communicate with patrons of all ages, possess perceptiveness, persuasiveness and tact to deal with the general public, ability to perform a wide range of clerical and technical duties, ability to identify and solve problems, have energy and enthusiasm, adaptability in a fast-paced work environment, and multi-tasking abilities are all beneficial. Commitment to on-going professional development is necessary.

**Education and Experience:** High school diploma required, Associate's Degree desirable.

**Physical and Mental Effort:** The work is mainly of an intellectual nature but requires constant light to moderate physical effort. While performing the duties of this job, the candidate is frequently required to walk and stand for extended periods, talk, hear, occasionally required to sit, requires use of hands to finger or handle objects (mostly books), and reach with hands and arms. The candidate must frequently lift and move up to 10 pounds, occasionally lift and move up to 30 pounds, frequently kneel, bend, squat or reach shelves of varying height, lift boxes up to 30 pounds, and use office machines. Specific vision abilities required by this job include close vision, and distance vision. The
candidate must be able to hear normal sounds, distinguish sound as voice patterns and communicate through human speech using American English.

**Starting Wage:** $11.25 per hour minimum. No benefits. Position open until filled.

**Additional information:** Schedule and hours subject to change as needed by Library Director. Must be available for some nights and weekend hours.

**To apply:** Send resume and cover letter to Damon Vorce, Library Director, Lee Library Association, 100 Main Street, Lee, Massachusetts 01238

AA/EOE/ADA Compliant