

CIRCULATION ASSISTANT

The Town of Mashpee Public Library welcomes applications for a full time Circulation Assistant; \$20.46/hour – \$21.70/hour commensurate with qualifications and experience. This position works 37.5 hours/week between the Library's operating hours of 9:00am – 7:00pm, Monday – Saturday.

Minimum Requirements: High school diploma or equivalent; at least one (1) year work experience in a public library setting providing direct customer service in person, via telephone and/or electronically via email; experience using computers, automated systems, or other workplace productivity software; strong attention to detail with a working knowledge of basic public library concepts and resources; or any equivalent combination of education, training or experience which demonstrates possession of the required knowledge, skills and abilities necessary to perform the essential functions of the job. Excellent customer service in a fast-paced environment, strong verbal and written communication and computer skills. Must possess a valid MA driver's license (Class D). Must successfully pass a comprehensive background check.

Responsibilities: Provides administrative, technical and clerical support to various library services and programs; checks materials in and out; assists patrons at public service desks throughout the library; shelves library materials; monitors library's general email accounts; processes daily delivery of materials; provides information about library services; assists patrons with the operation of library computer systems.

Comprehensive benefits package includes Town contribution of 75% towards the cost of health insurance, defined benefit pension program, generous vacation package, life/dental/vision plan options, as well as deferred compensation plans. Further information can be found on the Human Resources Department Employee Benefits webpage at mashpeema.gov.

Preference Date to Apply by: April 1, 2024 The position will remain open until filled, but candidates who apply by this date will be given preference in consideration for an interview over later applications.

In order to be considered, a fully completed original Employment Application is required (available on the HR Dept. Employment Opportunities webpage at mashpeema.gov). The original application must be submitted to:

Mashpee Town Hall, Human Resources Department
16 Great Neck Road North
Mashpee, MA 02649

The Town of Mashpee is an EEO/AA Employer
Applications from Women and Minorities are Encouraged

Reposted: March 19, 2024

CIRCULATION ASSISTANT – JOB DESCRIPTION
MASHPEE PUBLIC LIBRARY
TOWN OF MASHPEE, MASSACHUSETTS

SUMMARY

The Circulation Assistant provides administrative, technical and clerical support to various library services and programs, including library technical expertise that complements and expands the availability of library services. Responsible for paraprofessional work in public service and basic technical services functions. Provides services primarily at the main public service desk and may cover other public service desks throughout the building as needed. The Circulation Assistant is responsible for maintaining and improving upon the efficiency and effectiveness of all assigned service areas.

SUPERVISION

Supervision Received: Works under the direction of the Circulation Supervisor following established rules, regulations, policies and procedures.

Supervision Given: May supervise work of adult volunteers in the Circulation Department.

JOB ENVIRONMENT

Administrative and other work performed under typical library conditions. The noise level in the work environment varies, and may be moderately noisy in open locations.

Operates standard office equipment, handheld devices such as tablets or e-readers, personal computers and related software applications to access and check out/in library materials, communicate, produces routine reports, and conduct other library operations.

Makes frequent contact with the general public and library staff. Communication is frequently in person, by telephone, e-mail, by fax, or in writing; contacts require excellent customer service skills.

ESSENTIAL FUNCTIONS

[The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.]

1. Assists patrons at public service desks throughout the library; checks materials in and out; issues library cards; transfers library cards from other libraries; answers the telephone; provides information about library services and use of the online computer catalog.
2. Maintains and updates confidential patron records, including administering forms for account permissions, and interacting with patrons completing fee reconsideration forms.
3. Assists patrons with the operation of library computer systems, as well as downloadable resources, and other library equipment.

4. Shelves library materials; maintains reading areas, bulletin boards, and displays in a neat, organized manner; reads shelves to maintain materials in appropriate locations and order; weeds materials as requested.
5. Performs duties associated with processing daily delivery of materials from other network libraries including coordinating the flow of materials on and off the reserve/hold shelves, and generating and fulfilling paging list requests.
6. Monitors library's general email accounts and responds to patron inquiries, or provides referrals to other library staff for resolution.
7. Monitors the condition of library materials for needed repairs or replacement as assigned; processes items for withdrawal on repair shelf including books, CDs and DVDs. Regularly reviews and follows up on damaged or incomplete item returns.
8. Assists with special projects for the Circulation Supervisor or Assistant Library Director.
9. Maintains confidentiality of department records and information on a "need to know basis."
10. Performs other similar or related duties as required or as the situation dictates.

ERRORS AND OMISSIONS

Errors or omissions, inadequate coordination, untimely work, inaccuracies, or actions and inactions beyond one's delegated scope of authority may result in technical flaws triggering assumed decisions, may produce extra work. Errors in duties may cause incorrect information to be disseminated and loss of time to find and correct mistakes. Errors in judgment or duties may result in poor customer service, and cause an adverse impact on public opinion; confusion and delay, legal or financial repercussions, waste of public funds, inaccurate statistics, deterioration in the quality of the shared patron and bibliographic database, the inability of the library to meet its goals and objectives, and lower standards of library service for the Town.

MINIMUM QUALIFICATIONS

Education, Training and Experience: High school diploma or equivalent; at least one (1) year work experience in a public library setting providing direct customer service in person, via telephone and/or electronically via email; experience using computers, automated systems, or other workplace productivity software; strong attention to detail with a working knowledge of basic public library concepts and resources; or any equivalent combination of education, training or experience which demonstrates possession of the required knowledge, skills and abilities necessary to perform the essential functions of the job.

Knowledge, Skills and Abilities:

Knowledge: General knowledge of practices of library service functions in a public library setting and of library collections and electronic resources; proficiency working with computers and software programs including Google Workspace, Microsoft Office, Integrated Library Systems, equipment, or devices

typically found in libraries i.e. printers, photocopiers, scanners, tablets, smart devices and platforms used in public library operations.

Skills: Excellent customer service in a fast-paced environment, strong verbal and written communication and computer skills. Skill to utilize software applications as they apply to library functions; engage and interact effectively with a diverse community of patrons; follow instructions and complete projects with minimum supervision. Skill in operating a keyboard at an efficient speed. Must be capable of reporting to work punctually and dependable in attendance.

Abilities: Ability to utilize software applications as they apply to library functions; to multi-task and frequently change focus in order to meet the varying needs of library users and the dynamic needs of public library service; to interact effectively with the public in a confident, welcoming, and professional manner; to demonstrate initiative, maturity and good judgment; to follow instructions, seek feedback and guidance when appropriate, and complete projects with minimum supervision; ability to establish and maintain harmonious interpersonal relationships with other staff. Ability to work a flexible schedule including weekdays, evenings and weekends.

Physical Requirements: The work is of an intellectual nature and requires physical capabilities. Frequently in motion, required to move from public service desk to shelving areas and other parts of library carrying limited number of books, magazines, or DVDS; stand for prolonged periods; bend; stoop; kneel; reach and push heavy book carts (up to 40lbs); occasionally sit; must occasionally lift and/or move delivery bins (up to 30 pounds); frequently use hands to finger or handle objects; and reach with hands and arms. Specific vision abilities required by this job include both close and distance vision. Ability to operate a personal computer and handheld devices. Must be able to operate a keyboard at an efficient speed. Must be able to hear normal sounds, distinguish sound as voice patterns and communicate through speech using American English.

Special Requirements: Must be able to demonstrate, through references or otherwise, the ability to assign priorities to varied work demands, independently and effectively accomplish detailed work requirements, and provide high levels of courteous service. Must possess and maintain a valid Commonwealth of Massachusetts driver's license (Class D) to operate a motor vehicle. Must successfully be able to complete a comprehensive background investigation and criminal record check. Must be able to successfully pass a one-year probationary period. Must be able to provide proof of eligibility to work in the United States.

Preferred Requirements: Associates degree or higher.

[This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.]

Adopted: April 5, 2018
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