

## SUBSTITUTE CIRCULATION ASSISTANTS

The Town of Mashpee Public Library welcomes applications for Substitute Circulation Assistants; \$20.46/hour. This position works on an on-call, as needed basis between the Library's operating hours of 9:00am – 7:00pm, Monday – Saturday. Positions open until filled.

**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. Must possess a valid MA driver's license (Class D). Must successfully pass a background check.

**Responsibilities:** Provides administrative, technical and clerical support to library services and programs in various departments, including Circulation, Youth, or Adult Services, and adopts and provides library technical expertise that complements and expands the availability of library services. Assists patrons at the public service desks and throughout the library; may check materials in and out; issues library cards; answers telephone requests for assistance. Maintains reading areas and displays; reads shelves to maintain materials in appropriate location and order; weeds materials as requested.

**In order to be considered, a fully completed original Employment Application is required (available on the HR Dept. Employment Opportunities webpage at [mashpeema.gov](http://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: February 2, 2024**

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

**SUMMARY**

The purpose of this position is to provide administrative, technical and clerical support to library services and programs in various departments, including Circulation, Youth, or Adult Services, and to adopt and provide library technical expertise that complements and expands the availability of library services. The Substitute Circulation Assistant is responsible for identifying and reporting opportunities to maintain and improve upon the efficiency and effectiveness of assigned areas of the library.

**SUPERVISION**

*Supervision Received:* Works under the direction of the Circulation Supervisor or Librarian in the assigned area following established rules, regulations, policies, and procedures.

*Supervision Given:* None.

**JOB ENVIRONMENT**

Work is generally performed under typical library conditions. The noise level in the work environment is usually quiet but may be moderately noisy in open locations.

Operates standard office equipment, as well as computer and related software applications to access and check out/in library materials; communicates, produces reports, and conducts other library operations.

Makes frequent contact with the general public and library staff. Communication is frequently in person or, by telephone, and occasionally by fax, e-mail, or in writing. Contact requires 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 the public service desks and throughout the library; may check materials in and out; issues library cards; answers telephone requests for assistance; provides information about library services and use of the online catalog and technology resources.
2. Maintains and updates confidential patron records.

3. Assists patrons with the operation of library computer systems and other library equipment.
4. Maintains reading areas and displays in a neat, organized manner; reads shelves to maintain materials in appropriate locations and order; weeds materials as requested.
5. Monitors the condition of library materials for needed repairs or replacement.
6. Performs basic reference and reader advisory services and provides staff referrals as necessary.
7. Assists with special projects for the Library staff.
8. Maintains confidentiality of department records and information on a “need to know basis.”
9. 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, may impose injurious financial loss or have other legal ramifications. 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 pass a C.O.R.I. background 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.

[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: September 25, 2023

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