The Town of Bourne Library seeks a qualified candidate for a full-time Circulation Assistant position. The Circulation Assistant work includes providing customer service, checking patrons in/out, shelving materials, data entry and responding to inquiries and requests from the public in person and on the phone.

**Qualifications and Education**

High School diploma or equivalent, and at least one (2) years of library experience required (preferably in an automated circulation environment.) In exceptional instances, specialized education training and/or experience may be substituted for part or all of the required elements. Knowledge of Microsoft Office or Google Suite is required.

**Full/Part Time & Hours & Salary**

The position is a LIUNA Unit A, Grade 2, benefited position with a starting salary of $20.85 an hour. It is 37.5 hours/week with a summer and school year schedule.

**Closing Date**

Initial Deadline: July 29, 2022; Open until filled.

**How to Apply**

The job description and Town of Bourne job application are available on the Town of Bourne website. For initial consideration, cover letter, resume and job application should be submitted to the Bourne Human Resources Department, 24 Perry Avenue – Room 107, Buzzards Bay, MA, 02532 or electronically at BourneHR@townofbourne.com by Friday, July 29, 2022. Applicants are encouraged to go to www.townofbourne.com/towninfo and click on “Employment Opportunities.” Bourne is an affirmative action, equal opportunity employer.
Position Title: Circulation Assistant

Statement of Duties

The Circulation Assistant provides customer service and general assistance to support the daily operation of the Library. Work includes checking library materials in and out from the library, processing inter-library loans, searching for library materials for patrons, and shelving library materials; all other work as assigned.

Supervision

Work is performed under the direct supervision of the Assistant Library Director and the general supervision of the Library Director. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently, with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments. The employee is expected to refer unusual situations to the supervisor for further instruction. Reviews and checks of the employee’s work are applied to an extent sufficient to keep the supervisor aware of progress.

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline. The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Errors could result in delay or loss of service, adverse public relations, and waste of public funds. The Circulation Assistant must maintain the confidentiality of patron records, as set forth in M.G.L. Ch. 78, s7.

Essential Duties and Responsibilities

The statements contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.

1. Provides excellent customer service including greeting and welcoming visitors to
the library.

2. Performs functions related to circulation control: checkouts, check-ins, inquiries, renewals, reserves, data entry, fine assessments, and borrower registration.

3. Provides basic reference and reader’s advisory service, referring patrons to other library staff when necessary.

4. Processes inter-library loan requests, coordinates with other libraries to receive or provide books and materials as requested.

5. Shelves library materials by returning them to their proper location in the library.

6. Assists library patrons with locating library materials either using the online catalog or within the library stacks.

7. Answers the phone and routes calls.

8. Performs functions related to technical services inventory control; covering books, applying property labels, and data entry into library network database.

**Required Knowledge, Skills, and Abilities**

Working knowledge of basic public library concepts and resources.

Good communication skills.

Ability to work independently and to solve problems, as well as adaptability and dependability to work well in a team situation and flexibility in emergency staffing situations.

Ability and desire to serve the public with friendliness, tact and diplomacy.

Ability to work with enthusiasm and initiative, a cheerful disposition and a willingness to work harmoniously with others.

Ability to set priorities for work to be done.

Punctuality and dependability.
Physical and Mental Requirements

Physically able to operate a variety of machinery and equipment including office equipment such as computers, calculators, copiers, facsimile machines, CD/DVD players, eBooks and tablets.

Ability to stand and use computer workstation, including keyboard and visual display terminal, for extended periods of time.

Strength to push or pull a loaded book cart which can weigh in excess of 100 pounds on level floor and up ramp, to lift or maneuver onto cart loads up to 50 pounds, and to carry cartons of books or other materials or equipment.

Must be able to pay close attention to details and concentrate on work.

Time management ability to set priorities in order to meet assigned deadlines.

Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively.

Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to read books, computers screens, and patron requests.

Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to type and record library files, open boxes and DVDs, and cover books.

Sufficient personal mobility and physical reflexes, with or without reasonable accommodations, which permits the employee to re-shelve library materials and work at public service desks.

Work Environment:

Performs work in a public library environment, mainly at circulation desk, with numerous interruptions and with the understanding that such an environment requires judgment, tact, courtesy and patience.

Work is performed in an indoor setting at the library, including public and shared office spaces. Normal office exposure to noise and stress is expected.
Position has constant contact with library patrons and staff, including those from other libraries. Contact is made via email, telephone, in person, and in writing.

Attends and participates in continuing education programs, workshops and meetings to keep abreast of changes within the library.

**Schedule:**

The work week hours vary depending on position and include evenings and weekends. Hours are assigned in the best interest of the library.

**Acceptable Experience and/or Training:**

High School diploma or equivalent and two (2) years of library experience (preferably in an automated circulation environment) are required. In exceptional instances, specialized education training and/or experience may be substituted for part or all of the required elements.