

TOWN OF WAYLAND POSITION DESCRIPTION

Title: Library Assistant – General Circulation

Department: Library

Appointing Authority: Board of Library Trustees

Affiliation: Wayland Library Staff Association

Grade: L-1

Personnel Board Approved: 05-24-05

Summary of Duties

Performs various tasks relating to the lending and returning of library materials to the public; processes materials for transfer to other libraries; prepares and processes various information and notices for Library operations.

Supervision Received

Works under the **general** supervision of the Head of Circulation following established Library rules, regulations and policies; requires the ability to plan and perform tasks and to independently complete assigned tasks according to a prescribed time schedule.

Performs varied functions requiring a knowledge of Library operations and the exercise of judgment in situations defined by precedent or established procedures; refers the more difficult customer service requests or operational issues to supervisor.

Supervision Exercised

May supervise clerks, pages, and volunteers. May be in charge of building and staff on weekends and evenings when the individual in this position may be the senior person on duty.

Job Environment

Performs work under typical library conditions with normal interruptions; work schedule requires evening and weekend work when needed; work environment is moderately quiet.

Operates standard office equipment, including a computer and keyboard.

Has frequent contact with patrons, employees and vendors.

Errors could result in time loss, confusion and delay of services, poor public relations, reduced services to citizens and failure to meet program objectives.

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.

Performs activities at the circulation desk which include: checking library materials in and out, reserving and renewing library materials, collecting overdue fines, assisting patrons in searching and locating materials, issuing new library cards to borrowers, processing materials removed from the holds shelf, locating and collecting materials to be transferred to other Minuteman libraries, computerized processing of network transfer materials going to or returning from other Minuteman libraries, accepting patron requests for purchase and interlibrary loan, notifying patrons when reserved materials become available, answering the telephone, and sorting mail.

Assists Head of Circulation to coordinate circulation activities with other library assistants, clerks, and pages.

Verifies and sends out overdue notices.

Manages usage of all museum passes which includes: entering passes into the database, creating sign-up sheets, maintaining institutional information sheets for the staff, checking museum hours to ensure accuracy in reservations, organizing the disposable paper museum passes and maintaining a supply of borrower envelopes. Maintains informational Wayland Library Museum Pass Notebook for patrons and displays other museum/institutional informational publicity for users.

Has primary responsibility for keeping the online website library event calendar up-to-date by entering event descriptions, dates, and times online.

Prepares monthly print event calendar for display on library bulletin boards.

Responsible for creating various public relations materials such as posters, flyers, and bookmarks with information about the library and its programs.

Updates displays of weekly bestseller and "Top Requested" lists.

Maintains supplies of 15 different circulation and registration forms used at circulation desk. Refines forms as needed.

Maintains community bulletin boards and organizes free information on counters.

Plays a major role in conveying a positive image of the library to the public, being attentive, courteous and responsive to user needs.

Supports Reference Department in helping patrons use basic reference sources in the absence of reference staff. Performs some readers' advisory service. Refers most inquiries to reference staff.

Attends professional meetings and workshops.

Performs other duties as assigned by the Head of Circulation Department and the Library Director.

Recommended Minimum Qualifications

Education:

Bachelor's degree. Courses in library science desirable.

Experience:

At least one (1) year of experience working in a Library setting or working in a clerical, secretarial, record keeping or related field; experience in dealing with the public strongly preferred.

Experience creating informational notices, flyers and posters desirable.

Substitutions:

None

Licenses/Certificates:

None

Knowledge, Abilities and Skills

General knowledge and appreciation of books and literature.

General knowledge of the role and function of a public library.

User knowledge of personal computers and Windows-based software programs; skill and ability to operate a personal computer and a variety of office equipment.

Ability to organize and maintain detailed records.

Ability to prepare event calendars, posters, flyers and correspondence.

Ability to multi task, organize, work independently, accomplish tasks and meet deadlines despite frequent interruptions in a fast-paced environment while maintaining attention to detail.

Ability to interact tactfully and effectively with fellow employees, supervisors and the general public.

Good communication skills; ability to communicate effectively both verbally and in writing.

Excellent customer service and interpersonal skills.

Physical Requirements

Minimal physical effort generally required. Occasionally required to lift, carry or push items and equipment weighing up to 30 pounds and to kneel, bend, stoop, crouch and twist. Ability to operate a keyboard at efficient speed and sit at a computer for long periods of time. Specific vision requirements include close vision and the ability to adjust focus. Ability to talk, hear, walk, stand and sit.

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.