

Plaistow Public Library

Circulation Team Member

Schedule: 15 hrs/ wk, inc. one evening per week and one Saturday per month
Compensation: \$12.35 to \$15.00/ hour, depending on experience
Status: Part-Time, Non-Exempt

This position assists with all operations associated with the circulation of library materials, including meeting patrons' informational and readers' advisory needs. It requires extensive knowledge of library services, principles, and procedures. This position requires accuracy, self-direction and the ability to communicate effectively. Strong customer service skills, familiarity with literature and film, and respect for patron confidentiality are all essential.

ESSENTIAL FUNCTIONS ~

- Staffs the Circulation desk, checks out and receives materials, assesses and clears fines, records other monies received, and processes hold requests
- Promotes library programs, services and resources
- Provides reference service in person, over the phone and by email by analyzing patron inquiries, providing readers' advisory, and identifying relevant materials in both print and digital formats
- Provides customer service by answering directional and telephone queries, referring patrons to other staff members as needed, resolving patron complaints or problems, and implementing library policies
- Participates in assisting and training patrons with various issues related to use of library technology, including computers, the library catalog, online databases, electronic devices, and office machines
- Assists with the ordering of new materials for the adult collection, including managing patron suggestions
- Assists with interlibrary loan activities, including Coop holds and transfers
- Checks circulation emails and responds as appropriate
- Assists with receiving of new materials and supplies
- Processes new materials for distribution, including book covers, spine labels, etc.
- Assists with maintenance of the collection, including periodic shelf-reading and removal of outdated materials
- Allocates work to Pages based on current needs
- Performs library opening and closing procedures

SUPPORTING FUNCTIONS ~

- Works to create a clean, organized and appealing environment for library patrons
- Assists with the assessment and repair of damaged library materials
- Maintains supply inventory and generates supply orders
- Manages the library's Museum Pass borrowing service
- Provides clerical support services, including preparation of monthly statistical reports for the Director
- Assists with the training of new Circulation staff
- Participates in the development of Circulation procedures
- Performs other duties as required by the Director

REQUIRED KNOWLEDGE, CHARACTERISTICS, & ABILITIES ~

- Positive and enthusiastic approach to customer service
- Ability to relate well and effectively communicate with visitors of all ages
- Demonstrated attention to detail
- Demonstrated technology literacy and competency, including the ability to use the Internet and online databases to obtain credible information
- Ability to work and interact effectively with staff and volunteers
- Ability to perform basic mathematical computations and make change
- Ability to follow a variety of instructions in oral and written format
- Ability to alphabetize correctly and to understand numerical arrangements utilizing the Dewey Decimal System

EDUCATION / WORK EXPERIENCE ~

- Bachelor's degree and/ or library experience preferred

PHYSICAL REQUIREMENTS ~

- Intermittent standing, walking, and stooping
- High degree of dexterity
- Ability to regularly lift a minimum of 25 pounds and push/ pull book carts
- Ability to regularly reach shelves ranging from 6" to 8' above floor level
- Ability to read fine print materials
- Ability to work in a public setting subject to continuous activity, interruptions and background noise
- Cognitive and sensory requirements consistent with the high degree of communication and interpersonal activity demanded by the position's functions and duties