

**TOWN OF NORTHBOROUGH**  
***JOB DESCRIPTION***

<b>JOB TITLE:</b>	Library Assistant—Circulation Assistant	<b>DATE:</b>	March 2005
<b>DEPARTMENT:</b>	Library	<b>GRADE:</b>	A
<b>REPORTS TO:</b>	Circulation Desk Supervisor		

**SUMMARY**

Responsible for assisting patrons with library transactions, greeting public and overseeing foot traffic, and providing administrative support by answering incoming calls, responding to a variety of general requests, and performing some clerical responsibilities.

**ESSENTIAL FUNCTIONS**

Perform library circulation procedures (check-in; check-out; sort books for shelving; take requests for reserve and inter-library loan materials; notify patrons when requested books are available; pull damaged material; register patrons and issue library cards; handle reservations and usage of museum passes and meeting room).

Answer incoming calls and public inquiries and provide general library information; direct calls and inquiries to appropriate library department. Provide basic directional reference or reader advisory services to patrons.

Greet public and oversee foot traffic in the foyer.

Process and mail out overdue notices.

Process requested books and other materials coming from and going to other libraries. Pack and unpack inter-library materials.

Handle payment of lost materials, fees and fines and sales items.

Shelves books and material.

**SECONDARY RESPONSIBILITIES**

- Maintain copy machine, bulletin boards and appearance of the lobby area and foyer.
- Repair books.
- Type and file forms, statements, orders, letters, and statistical reports.

*Performs other position-related duties, as assigned.*

**QUALIFICATIONS**

**Minimum Training and Experience**

Requires high school diploma with two years of clerical, customer service or library experience; 2 years of college is preferred; or any equivalent combination of education and experience.

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### **Minimum Knowledge, Skills and Abilities**

Must be knowledgeable of general office procedures and equipment. Requires basic computer skills in word processing and spreadsheets. Requires customer service skills and the ability to deal with the general public courteously, and tactfully.

Requires knowledge of book trends and bestsellers.

### **Knowledge Proficiency**

In order to be considered proficient in the position, the employee must demonstrate:

- general knowledge of the Library's operations and functions, practices and routines,
- general knowledge of laws regarding patron confidentiality, and
- proficiency in library circulation and cataloguing software.

### **Tools and Equipment Used**

The employee is required to use a personal computer and general office equipment, as well as shopping and book carts.

### **Physical Demands**

The physical demands listed are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. While performing the duties of this job, the employee is frequently required to talk, hear, stand for prolonged periods, and carry/lift objects up to 30 pounds. Occasionally the employee is required to bend/stoop, and walk.

Requires good vision to read documents for general understanding. Requires the application of manual dexterity in combination with eye-hand coordination to operate a keyboard, and handle books and materials.

### **Work Environment**

The work environment characteristics described here are representative of those that the employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job. The employee works in an open environment with steady foot traffic.