



City of Marlborough

Position Description

Job Title	Circulation Services Assistant
Department	Circulation Services
Employment Status	Part Time
Exempt/Nonexempt Status	Non-exempt

Scope of Work

This position provides direct customer service at the circulation desk for a vibrant, multi-cultural population in a busy city library.

Supervision

Received	Head of Circulation Services, Library Director or h/h designee.
Exercised	None

Essential Job Functions

(The essential functions or duties listed below are intended only as illustrations of the various type 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.)

- Serves mainly at the Circulation Services desk and performs wide range of duties including but not limited to: register borrowers; charges/discharges print and non-print materials to patrons in accordance with library policies. Collects fees and fines. Answers inquiries on the telephone and in person. Gives directional information.
- Provides effective, and efficient customer service and promotes positive community relations.
- Resolves minor patron issues; refers more complex patron issues to supervisor.
- Covers other departments as directed.
- Maintains confidentiality of patron records according to library policy and Mass General Law.

- Assists patrons in use of the catalog, placing holds, requesting museum passes and borrowing from the Library of Things.
- Assists public with and serves as resource for patron technical questions.
- Sends materials to other libraries and assists in distributing holds and network transfers. May contribute to shelf reading and weeding.
- May provide Reader's advisory as directed.
- May participate in library displays and production of library marketing material.
- Performs similar or related work as directed.
- Follows safe work practices.
- **Any other duties as assigned by the Head of Circulation, Library Director or h/h designee.**

Requirements of Work

High school graduate. One year experience in customer service. Position requires flexibility in scheduling and has regularly assigned evening and weekend hours.

Knowledge of	<ul style="list-style-type: none"> • Automated library systems preferred, computer skills. Facility with learning software programs and the ability to troubleshoot basic computer, fax, copier, telephone systems.
Abilities	<ul style="list-style-type: none"> • Exhibit patience, tact and diplomacy, work under pressure. Must be reliable. • Familiarity with Spanish, Portuguese desirable

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in a library setting; must be capable of operating computers and various pieces of office equipment such as copiers and fax machines.
- The employee must have the ability to move around the facility; walking, sitting, bending, climbing, kneeling, carrying, stooping.
- The employee must occasionally lift and/or move up to 40 pounds.

Mental Requirements:

- Able to receive, understand, interpret and carry out library policies and procedures.
- Ongoing intellectual effort is required to maintain a current knowledge of library resources,
- Ability to comprehend and follow oral and written directions.
- Ability to effectively communicate questions, ideas and information.
- Time management skills sufficient to set priorities in order to meet assigned deadlines.
- Ability to recognize and maintain confidential data

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