



## **CIRCULATION ASSISTANT**

### **West Falmouth Library**

#### **Primary Purpose**

The Circulation Assistant provides front-line customer service and assists with the day-to-day operations of the circulation desk.

#### **Essential Responsibilities**

*The essential responsibilities listed below are examples of the type of work performed. The omission of specific statements or duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Staffs circulation desk to assist library patrons seeking to access library services, materials and facilities. Conveys information to patrons about library policy, orients new patrons to library services.
- Provides a full-range of information services to the public including answering basic questions about library services, collections, and technology.
- Provides readers advisory assistance.
- Shelves library material; maintains reading areas and displays in a neat and organized manner. Circulates library materials to library users and other libraries using the CLAMS network and the interlibrary loan system. Manages patron requests.
- Assists in managing the maintenance of circulating and reference collections.
- Assists in the opening and closing of the library building.
- Must be able to work without direct supervision relying on department policies and procedures, with the ability to solve problems independently or in consultation with other staff members or by directing unfamiliar issues or questions to the Executive Director.
- Participates in ongoing staff development training.

- Protects the confidentiality of all patron records according to Massachusetts General Laws.
- Supports the mission and goals of the West Falmouth Library through creative problem solving, decision-making, a commitment to customer service, and by taking initiative to improve the efficiency and effectiveness of the Library.
- Performs other similar or related duties as required.

### **Supervision**

*Supervision received:* Work is performed under the general direction of the Executive Director following established library procedures and regulations of the CLAMS system.

*Supervision given:* May be required to oversee the functional work of the circulation desk and direct the work of aides and volunteers. Cooperates as a team member with all library staff.

### **Work Environment**

The library is a public building; subject to the continuous interaction between patrons and library staff. Duties at the circulation desk require frequent contact with the public via the telephone, email, and in person. Interruptions and distractions are part of the normal service desk activity.

The workload is subject to seasonal fluctuations and includes weekday, evening, and weekend hours.

The position requires excellent customer service skills. A courteous demeanor toward patrons and among staff members is a necessity.

Errors could result in delay or loss of service and adverse public relations.

### **Minimum Qualifications**

**Education and experience:** Bachelor's degree and three (3) years of experience in a library or similar public service work or any equivalent combination of education and experience.

**Knowledge:** Knowledge of principles and practices of library work including familiarity with digital resources, current technology, and library classification systems. Through on the job learning, gains thorough knowledge of library resources, services and facilities.

**Abilities:** Ability to work with a high degree of accuracy. Ability to relate well with people.

Ability to demonstrate flexibility, independent judgment, patience, tact, and a proper prioritization of responsibilities. Ability to provide equitable services to a diverse multicultural population and for disadvantaged individuals.

**Skills:** Excellent verbal communication and customer service skills, strong reading skills and an appreciation for library services. Ability to multitask in a high paced environment while performing detailed work.

### **Physical Requirements**

Ability to participate in activities requiring moderate physical effort. Lifting up to forty (40) pounds of weight, push/pull library carts and delivery bins weighing up to forty (40) pounds. The employee is required to move from one place to another and communicate with others in person, by phone, and in writing. Specific vision requirements include close vision and the ability to adjust focus and use hands to operate office equipment.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

Compensation commensurate with qualifications and experience.

To apply, please email a letter outlining your interest in the position and highlighting your qualifications, along with a current resume to WFL Executive Director, Molly Akin [librarydirectorwfl@gmail.com](mailto:librarydirectorwfl@gmail.com).

References and background checks will be required for finalist candidates.