

**MOULTONBOROUGH PUBLIC LIBRARY
CIRCULATION LIBRARY ASSISTANT
JOB DESCRIPTION**

Position Title: Circulation Library Assistant
Reports to: Head of Library Services and general supervision of the Library Director
Hours: 40 hours per week, involving a varied schedule, including evenings and Saturday hours
Classification: Full-time, with benefits package including health, dental, life and disability insurance, and retirement

Purpose and Scope:

The Circulation Library Assistant is primarily responsible for circulation duties, including interlibrary loan management, and patron engagement. This position plays a leading role in providing a welcoming, helpful service environment for all who visit the library.

Specific Duties:

- Performs all circulation tasks including warmly welcoming visitors, checking materials in and out, processing holds, maintaining patron accounts, and assisting patrons with room and museum pass reservations and event registrations.
- Promotes and helps to lead a service-oriented and welcoming environment.
- Maintains confidentiality of library patron records and borrowing history, following regulations set by state law and local policy.
- Assists patrons in person, by phone, and via email with general inquiries, digital and downloadable resources, and reader's advisory.
- Assists patrons with computer, printer, and copier, and other office equipment usage.
- Responsible for monitoring and processing interlibrary loan requests, including managing internal and external book group copies, and patron requests.
- Coordinates home deliveries for homebound patrons.
- Responsible for overdue and holds fulfillment processes.
- Creates and maintains opportunities for patrons and the community at large to engage with library staff and library resources, including reader's advisory services.
- Gathers and reports monthly statistics as requested by the Director.
- Retrieves mail and newspapers from in-town locations, and conducts opening procedures daily.
- Monitors office and maintenance supplies, reports needs to Director.
- Supports safety procedures at the library, including helping to coordinate emergency response trainings and participation in the town's Joint Loss Management Committee (JLMC), as needed.
- Participates in staff meetings and in continuing education activities to foster professional and personal development.
- Performs related duties as assigned.

Qualifications Required:

- A high school diploma or equivalent. A Bachelor's degree, previous library experience and/or service-related work experience is preferred.
- Excellent interpersonal and customer service skills.

- Ability to communicate clearly with patrons of diverse backgrounds and build professional relationships with library patrons and community members.
- Ability to work independently as well as with other employees in a professional manner.
- Maintain a professional appearance.
- Takes initiative and can solve problems independently and ask for help when needed.
- Proficient with computers and library digital services.
- Working knowledge and ability to learn office equipment and software, including printers, scanners, and Google Workspace.
- Ability to follow and enforce library policies in a courteous and professional manner.
- Possess good organizational skills and attention to detail.
- Ability to work a flexible schedule and be able to fill in for others as needed, preferred.
- Adaptable to a changing environment with the ability to shift priorities as needed.
- Willingness to learn new technologies and procedures.

Physical Requirements:

While performing the duties of this job, the employee is frequently required to:

- Sit or stand for extended periods of time, to bend, stoop and walk, and to talk and hear.
- Use hands to finger, handle, or feel objects, tools, or controls; and to reach with hands and arms.
- Lift and carry books and other library materials up to 25 pounds, push loaded book carts with up to 100 pounds, and operate a variety of office equipment such as computers, copiers, fax machine, audiovisual equipment and other related equipment.
- Vision requirements include close vision, distance vision, depth perception and the ability to adjust focus.

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