



OFFICE OF HUMAN RESOURCES

TOWN OF NORWELL

345 Main Street, Norwell, MA 02061

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SUBSTITUTE CIRCULATION ASSISTANT @ TOWN OF NORWELL PUBLIC LIBRARY EFFECTIVE IMMEDIATELY

POSTING DATE:

Position:	Substitute Circulation Assistant	Department:	Library
Reports To:	Library Director	Affiliation:	Town of Norwell Personnel Plan
Benefits:	Not Eligible	FLSA Status:	Non-Exempt
Hourly Rate:	\$16.50/HR	Grade & Step:	N/A
Work Hours:	Varies. On call as needed for library hours (days, evenings, weekends). No weekly guarantee of hours.		

APPLICATION PROCESS & DEADLINE

Submit a Cover Letter, Resume, Town of Norwell Application (accessible at www.townofnorwell.net under Human Resources tab) and 3 professional work references, to:

In person: Office of Human Resources, 345 Main Street, Norwell, MA 02061
EMAIL: bchilds@townofnorwell.net
Preferred by: Positions will remain open until suitable candidates have been selected

JOB SUMMARY

The Circulation Assistant performs customer service functions at the Norwell Public Library, assisting the public with library card registrations, charging and discharging library materials, helping patrons locate materials, entering information into the Integrated Library System, and providing collection management support. Duties include placing books on reserve, processing interlibrary loans, inspecting library materials for damage, printing reports and sending patron notices, sorting and shelving library materials, answering phones, responding to patron emails, and other routine library tasks. The position reports to the Library Director or his/her designee. Performs other related work as required. The work schedule is on an on-call/as-needed basis. The Substitute Circulation Assistant must be available to work on some Sunday afternoons from September through April. The Town is currently building a new Library, which is anticipated to open in the fall of 2020. The Library is temporarily located in Hanover (Dollar Tree/Target Plaza).

ESSENTIAL DUTIES *Please Note: These are illustrations of the various types of work performed; this is not an all-inclusive list.*

- Staffs Circulation Desk; maintains work area in a neat and orderly fashion.
- Charges and discharges library materials for patrons using the Sirsi Workflows Integrated Library System.
- Processes new library cards and replacement cards for patrons; creates and updates patron database records.
- Receives and processes daily deliveries of items from other libraries; prepares items for transit to other libraries.
- Confirms status of returned items and ensures they are placed in correct location; maintains organized shelving carts and holds shelf.
- Inspects library materials for damage and forwards to appropriate department for further evaluation and resolution.
- Receives payments for fines and fees from patrons; enters payment information in patron database.
- Responds to routine inquiries on the telephone and in-person. Refers involved/non-routine inquiries to appropriate staff.
- Reserves materials for patrons and notifies them when items are available for pick-up.
- Prints daily reports for overdue materials and hold alerts. Calls patrons and sends notices as appropriate.
- Operates standard library equipment (i.e. computers, photocopiers, printers, etc.).
- May assist with library opening and closing procedures.
- Performs other work as assigned.

EDUCATION, KNOWLEDGE & SKILLS REQUIREMENTS

- Bachelor's Degree preferred; previous library experience desired.
- Computer skills; experience with Sirsi Workflows or other Integrated Library System a plus.
- Ability to multi-task while maintaining attention to detail.
- Understanding of Dewey Decimal classification system; ability to sort alphabetically and numerically.
- Excellent interpersonal skills; demonstrated superior customer service skills; ability to establish and maintain strong working relationships with supervisors, associates and the general public.