

## City of Claremont, New Hampshire Position Description

<b>Position Title:</b>	Asst Technical Svcs/Cataloger Librarian Asst/Circulation Clerk	<b>Union/Merit:</b>	AFSCME - Clerical
<b>Reports to:</b>	Library Director	<b>Grade Level-Points:</b>	Part Time
<b>Department:</b>	Library	<b>Revised/Updated:</b>	04/10/05
<b>FLSA Status:</b>	Non-Exempt		

### Job Summary

Performs lead work at the circulation desk including: patron billing, supervising library staff at night and on weekends; trouble shooting computer problems; and recommending policy and procedure changes to offer better customer service.

**Essential Job Functions** (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

### *Technical Services/Catalog Librarian Assistant Essential Duties:*

1. Orders library materials from jobbers using computers, invoices, and telephone.
2. Returns items that arrive damaged, duplicates etc. maintaining files for proper credit.
3. Download MARC records from NHSL database or create original MARC records for donations or new materials.
4. E-mail MARC records to NHSL to be added to National database. Maintain constant communication with state library concerning addition/deletion of our library records.
5. Process library materials for circulation by creating barcodes, covering books etc.
6. Process library bills by entering data via city computer.
7. Assist staff in inventory using handheld barcode reader.
8. Practices good customer service relations.
9. Operates PC, photocopy, fax, micro-film machine and other basic office machines and keeps equipment clean and filled with paper and other supplies.
10. Promotes any book discussion or program going on at the library.
11. Maintains familiarity with and executes safe work procedures associated with assigned work.

The duties listed above are intended only as illustrations of the various types 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.

The use of an 8 hour day is to show the typical condition requirements for sitting walking and standing and should not be construed that all jobs are 8 hours.

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12. Performs other related duties as assigned.

### *Circulation Desk Essential Duties:*

1. Performs circulation functions including: Checking in/out and renewing materials, reserving materials, and collecting fines.
2. Supervises staff nights and Saturdays when no full-time staff is on duty.
3. Assist patrons in use of micro-film machine, word processing, typewriter, Internet computers, OPAC , photocopy, and other office equipment.
4. Shelve library materials when pages are not on duty.
5. Handles all aspects of the overdue process by calling patrons' with overdue materials, billing when necessary, and maintaining files for managing the return of overdues.
6. Process library cards by running patron barcodes and laminating cards. Filing registration cards.
7. Performs a variety of library support functions such as generating letters, memos, flyers, booklists, etc.
8. Practices good customer service relations.
9. Promotes any book discussion or program going on at the library.
10. Maintains familiarity with and executes safe work procedures associated with assigned work.
11. Performs other related duties as assigned.

### **Peripheral Duties**

Perform the duties of subordinate personnel as needed.

Analyze and recommend improvements to equipment and facilities, as needed.

Participate in various committees.

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### Desired Minimum Qualifications

#### *Education and Experience:*

Bachelor's Degree preferred with three (3) years of progressively responsible library experience including one year in technical services work. Basic knowledge of general office procedures. Basic knowledge of standard library equipment i.e., typewriter, automated circulation system, public access computers, CD-ROM work stations, etc. *OR*; any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

Computer and typing skills required. Skill in typing at the rate of 30 words per minute

#### *Necessary Knowledge, Skills and Abilities:*

##### Knowledge of:

- Good knowledge of standard office and library machines.
- Good knowledge of library automation systems as they apply to book processing.
- Good knowledge of automated systems as they apply to book processing
- Some knowledge of reader interest levels.
- Various technological advances in the library profession such as the utilization of computerized equipment and computer applications.
- Basic library methods, techniques and procedures.
- Concepts, principles, tools, practices and techniques of library science to assist patrons with locating specific and general information.
- Modern office methods, procedures, equipment, and standard clerical techniques.
- Word processors or computers.
- Techniques of effective time management.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Record keeping, report preparation, filing methods and records management techniques.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.

##### Ability to:

- Work independently and as part of a team.
- Communicate effectively orally, in writing, and by listening
- Follow through on assignments with accuracy and pay attention to detail.
- Use independent judgment.
- Be a self-starter.

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- Keep patron confidentiality.
- Work a flexible schedule including evening and weekend hours.
- Establish and maintain effective working relationships with others.
- Demonstrated ability to communicate both orally and in writing.
- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- Maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully.

### **Skill in:**

- Working with both children and adults.
- Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- Using computers to create and manage files, records, spreadsheets and databases and to enter and retrieve information.
- Operating general office equipment.
- Understanding and carrying out complex written and oral instructions.
- The use of the tools and equipment listed below.

### **Supervision Received**

Incumbent works under the direction of the Technical Services/Catalog Librarian and reports to the Library Director.

### **Supervision Exercised**

None

### **Responsibility for Public Contact**

Daily contact requiring courtesy, discretion, and sound judgment.

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### Licensing & Certification

None Required

### Tools & Equipment Used

Personal computer including Microsoft Office software, accounting software, microfilm/fiche reader, telephone, typewriter, calculator, copy machine, and fax machine, Bar-Code Reader, Television/DVD/VCR Player, CD-ROM etc

**Typical Work Surface(s):** Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

**Typical Controls & Equipment:** Calculator, computer, printers, telephone, typewriter, copy machine, fax machine, postage machine, folder/insertor, microfilm/fiche reader, computer mouse.

**Typical Work Environment:** Inside: 99% Outside: 1%

**Summary of Occupational Exposures:** May be exposed to cleaning fluids, copier toner, etc. Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.

The incumbent's working conditions are typically moderately quiet. The incumbent's working time may require weekend/evening hours. The incumbent must work in summer heat without air conditioning.

In the summer months with doors and windows open the noise level from the streets can become very loud. Since doors and windows are open, there is a daily accumulation of additional dust and dirt in the library. Also, during periods of heavy activity the noise level can be loud. The staff lunch area is in one corner of the cataloging office, which can sometimes bring additional noise to the work environment.

### Physical Activity Requirements

#### PRIMARY PHYSICAL REQUIREMENTS

#### OTHER PHYSICAL CONSIDERATIONS

### Physical Activity Requirements

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## PRIMARY PHYSICAL REQUIREMENTS

LIFT up to 10 lbs.: Frequently required  
LIFT 11 to 25 lbs.: Frequently required  
LIFT 26 to 50 lbs.: Frequently required  
LIFT over 50 lbs.: Not required

CARRY up to 10 lbs.: Frequently required  
CARRY 11 to 25 lbs.: Frequently required  
CARRY 26 to 50 lbs.: Occasionally required  
CARRY over 50 lbs.: Rarely required

REACH above shoulder height: Frequently required  
REACH at shoulder height: Frequently required  
REACH below shoulder height: Frequently required  
PUSH/PULL: Frequently required

## OTHER PHYSICAL CONSIDERATIONS

Twisting: Frequently required  
Bending: Frequently required  
Crawling: Rarely required  
Squatting: Frequently required  
Kneeling: Frequently required  
Crouching: Frequently required  
Climbing: Rarely required  
Balancing: Occasionally required  
Grasping: Frequently required  
Handling: Frequently required  
Torquing: Frequently required  
Fingering: Frequently required

### DURING AN 8-HOUR DAY, EMPLOYEE IS TYPICALLY REQUIRED TO:

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

### Cognitive and Sensory Requirements:

Talking: Necessary for communicating with others.  
Hearing: Necessary for taking instructions and information.  
Sight: Necessary for performing job effectively and correctly.  
Tasting & Smelling: Not required for the performance of the functions of this position.

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