



Haverhill

Human Resources Department, Room 306

Phone: (978) 374-2357 Fax: (978) 374-2343

Denise McClanahan, HR Director – dmccclanahan@cityofhaverhill.com

Sheila Pelczar, HR Technician – spelczar@cityofhaverhill.com

September 10, 2019

Job #2019-037

**PLEASE POST
ANTICIPATED OPENING**

POSITION: Library Technical Assistant - Circulation
Haverhill Public Library

HOURS OF WORK: Full-time/40 hours per week
(Schedule will include evenings and weekends)

SALARY: \$15.70 - \$17.56 per hour
(According to contractual salary schedule)

JOB SUMMARY:

Performs all duties related to the circulation of library materials including checkouts, check-in's, renewals, patron registration, reserves, and collection of fines and fees at the Circulation desk. Will occasionally be asked to fill in at Youth Services; will have some regular collection development responsibilities. Represents the library in a pleasant and helpful manner in all aspects of work.

SUPERVISION RECEIVED:

Works under the supervision of the Circulation Department Head, with additional guidance from Administrative staff.

SUPERVISION EXERCISED:

Provides limited direction to the page staff, may be asked to serve as manager in absence of Department Head.

MAJOR DUTIES AND RESPONSIBILITIES:

Provides library patrons with the service and attention they require in a pleasant and helpful manner. Refers patron to the staff person best able to help. Checks library materials in and out. Checks condition of materials and routes to appropriate departments for further evaluation if necessary.

Collects fines and fees on library materials. Resolves bills and other delinquencies for the patron.
Processes reserve materials and notifies patron when materials are ready.

Registers new patrons and introduces the new patron to the library services offered. Enters patron information into the database. Maintains Museum Pass and Meeting Room bookings.

Performs basic Reader's Advisory service by helping patrons select fiction, stocking and merchandising the new book and staff recommends shelves. Participates in formulating special display areas.

Opens and closes the Main Desk area and/or Youth Services desk, including managing the cash register, emptying the book drop, and ensuring that the area is neat and ready for the day.

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Handles telephone calls appropriate to the department and routes other calls if necessary. Checks in and processes the delivery. Performs other duties as required.

The duties listed above are intended only as illustrations of the various types of work that the Library Technical Assistant will perform. 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.

KNOWLEDGE, SKILLS, AND DESIRED ABILITIES:

Ability to meet people easily and get along well with others. Ability to express oneself clearly, concisely and pleasantly in the English language both orally, in person, over the phone and in writing. Ability to handle minute detail. Accurate typing and word processing skills; knowledge of MS Office systems. Ability to learn new skills quickly. Ability to handle situations with tact, courtesy, initiative, resourcefulness, good judgment and punctuality.

PHYSICAL REQUIREMENTS:

While performing the essential functions of this job, the employee must be able to push or pull carts full of books weighing up to seventy-five (75) pounds. Must be able to lift and/or move objects weighing up to fifty (50) pounds. Moderate amount of bending, squatting, lifting, stretching, standing, and walking; must be able to use a two-step footstool. Must be able to use voice communication to answer the telephone, must be able to effectively communicate with the public. Must be able to stand for extended periods of time. Attendance is mandatory.

QUALIFICATIONS NEEDED:

Bachelor's Degree, Coursework towards or a MLS will be given strong value. Previous library experience 1-3 years.

Applicants will be required to undergo a background check including CORI/SORI screening prior to appointment.

CLOSING DATE:

FRIDAY, SEPTEMBER 27, 2019

SUBMIT COVER LETTER, RESUME AND APPLICATION TO:

**Denise McClanahan, Human Resources Director
City of Haverhill
4 Summer Street Room 306
Haverhill, MA 01830**

"The City of Haverhill is an Equal Opportunity/Affirmative Action Employer."

APPLICATION IS AVAILABLE ONLINE AT:

http://www.haverhillma.gov/departments/human_resources/job_opportunities.php

Application can be saved and sent as attachment when applying online. Email should be sent to hrd@cityofhaverhill.com. PLEASE REFERENCE JOB # 2019-037 WHEN APPLYING ONLINE.