

NOTICE OF POSTING
POSTING DATE: 2/12/2016
CLOSING DATE: 2/29/2016

Recruitment of external applicants is underway concurrent with this posting.
Resumes and letters of interest can be submitted via email to employment@cambridgema.gov.
Cambridge residents are especially encouraged to apply.

POSITION & Library Clerk/ O'Neill Branch
DEPARTMENT: Library
JOB CODE/POSITION #: L422-734
CIVIL SERVICE: Non-Civil Service
REPORTS TO: Branch Manager

HOURS OF WORK: 15 hours per week - initial hours: Mondays & Wednesdays, 3:00PM – 8:00 and Thursdays, 1:00PM – 6:00PM. Hours are assigned and subject to change in order to meet the needs of the department and the Library. Candidates are expected to have a flexible approach to schedules.

UNION AFFILIATION: CPLSA, Local 4928

DUTIES & RESPONSIBILITIES:

Under minimal supervision, provides outstanding customer service, performs circulation control and clerical activities. Specific duties include but are not limited to the following:

- Performs functions related to circulation such as checkouts, check-ins, inquiries, reserves, renewals, fine assessment and collection, over-dues and patron registration
- Delivers exceptional and engaging customer service to the public
- Assists borrowers in locating books and materials, referring them if necessary to the professional librarian
- Processes deliveries – moving and unloading bins and checking-in items
- Assists with basic computer trouble-shooting
- Maintains orderliness and neatness in the branch; merchandizes and shelves materials and reads shelves as necessary
- May assist in implementation of programs for adults and/or children
- May assist in operating audio-visual equipment in the presenting of library programs
- Any other duties required by the Branch Manager for the good of the branch and the library system

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of basic public library concepts and resources
- Strong customer service skills
- Ability and willingness to work with a diverse population
- Ability to handle the unexpected and stay calm and professional under pressure
- Ability and willingness to be a strong team player
- Ability to interact effectively with the library's computers and automated system
- Ability to follow written and oral instructions accurately and thoroughly
- Flexibility to fill in during scheduling emergencies and vacation periods, in addition to working a regular part-time schedule
- Ability to recognize situations that require referral to the professional librarian
- Tact Patience Maturity Empathy

MINIMUM REQUIREMENTS:

High school diploma or high school equivalency required. A bachelor's degree or coursework beyond the high school level is desirable. Previous library experience is strongly preferred. ILS experience is also preferred

PHYSICAL DEMANDS:

- Physically able to operate a variety of machinery and equipment including office equipment such as computers, scanners, copiers, facsimile machines, AV equipment
- Ability to sit and use computer workstation, including keyboard and visual display terminal, for extended periods of time
- Ability to stand for extended periods of time
- Strength to push or pull a loaded book cart which can weigh in excess of 100 pounds on level floor and up ramp, to lift or maneuver onto cart loads of up to 50 pounds, and to carry cartons of books or computers and computer equipment
- Must be able to pay close attention to details and concentrate on work
- Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data or things
- Sufficient clarity of speech and hearing or other communication capabilities which permits the employee to communicate effectively
- Sufficient vision or other powers of observation which permits the employee to read books and patron requests, as well as to see what patrons are doing when they are at some distance from the workstation
- Sufficient manual dexterity which permits the employee to type and enter data
- Sufficient personal mobility and physical reflexes which permits the employee to re-shelve library materials and work at public service desks

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

WORK ENVIRONMENT: Works in assigned areas, including office areas, training rooms, various library locations, as necessary. Normal office exposure to noise, stress, and interruptions. Attends and participates in continuing educational programs designed to keep abreast of changes in profession.

RATE: \$ 17.30 per hour to \$20.62 per hour in five steps

APPLICATION PROCEDURE: Internal applicants submit a job bidding form and **2 copies** of both your resume and letter of interest; external applicants submit both your resume and letter of interest **by 8pm** on the closing date via email to: employment@cambridgema.gov or to Personnel Dept, Room 309, City Hall, 795 Massachusetts Avenue, Cambridge MA 02139. Fax 617-349-4312

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