

NOTICE OF POSTING
POSTING DATE: 07/28/2020
CLOSING DATE: 08/12/2020

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 & DEPARTMENT: Library Assistant/ Main Library Youth Services Department
DEPARTMENT: Cambridge Public Library (Main Library)
JOB CODE/POSITION #: L414-715

CIVIL SERVICE: Not subject to civil service rules and regulations

HOURS OF WORK: 37.5 hours. Initial hours are Mondays, Wednesdays, and Fridays 8:30am – 5:00pm, and Tuesdays and Thursdays from 10:30am-7:00pm. The position also works every third Saturday from 8:30am-5:00pm instead of Friday that week.

Hours are assigned and subject to change in order to meet the needs of the department and the Library. Flexibility is expected.

UNION AFFILIATION: CPLSA, Local 4928

ESSENTIAL DUTIES & RESPONSIBILITIES: Under minimal supervision, provides outstanding customer service to diverse patrons of all ages, especially youth, caregivers and families, and performs circulation, programming, reader's advisory and clerical duties in all areas of unit.

- Delivers exceptional and engaging service to the public.
- Performs circulation and patron account management duties (e.g., checkouts, check-ins, account inquiries, reserves, renewals, fine assessment and collection, patron registration)
- Assists patrons in locating books and information, referring them to professional staff as needed.
- Assists patrons with use of a wide range of technologies (e.g., computers, laptops, e-readers, tablets, scanners, emerging STEAM technologies), including basic troubleshooting and maintenance.
- Communicates and applies library policies and procedures; addresses and resolves patron issues.
- Maintains orderliness and neatness in the library. Processes deliveries; merchandizes and shelves materials; reads shelves.
- May assist in the planning and implementation of programs.
- Operates audiovisual and STEAM equipment in the presentation of library programs.
- Promotes library services.
- May participate in outreach services.
- May assist with special projects, as assigned by professional staff.
- Performs data entry, record editing, and other clerical tasks as assigned.
- May coordinate daily tasks of unit as assigned.
- Attends meetings and trainings and may participate in workgroups for planning and implementing programs, projects and initiatives.
- Any other duties as required for the good of the Library.

MINIMUM REQUIREMENTS:

High school diploma or high school equivalency is required. Bachelor's degree from a recognized college or university is preferred. Knowledge and understanding of the Library's mission, values and strategic priorities. Strong customer service skills and commitment to public service. Ability to work with a diverse population in an urban setting. Knowledge of urban public library concepts and techniques. Broad knowledge and appreciation of literature and media, especially for children and teens. Broad knowledge

of digital and electronic materials and resources. Knowledge of developmental principles, materials and current issues related to serving youth; ability to establish positive relationships with youth. Knowledge of current technology and technological trends. Ability to operate library computers, equipment, software and systems. Effective communication skills. Strong interpersonal skills and positive attitude. Strong teamwork skills, including flexibility to fill in during scheduling emergencies and vacation periods. Sound judgment and problem-solving skills, including ability to handle unexpected situations. Experience working with the public in a group setting is preferred. Experience working with youth in a group setting is preferred. Previous library experience is strongly preferred. ILS experience is preferred. Fluency in a language in addition to English is preferred.

PHYSICAL DEMANDS:

Physically able to operate technical equipment such as computers, scanners, printers, and mobile devices. Ability to sit and use computer workstation, including keyboard and visual display terminal, 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. Must be able to pay close attention to details and concentrate on work. Time management ability to set priorities in order to meet assignment deadlines. Sufficient clarity of speech and hearing to communicate effectively. Sufficient vision or other powers of observation to read books and patron requests. Sufficient manual dexterity to type and enter data. Sufficient personal mobility and physical reflexes to 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 area, including office areas, training rooms, library locations, as necessary
- Typical exposure to noise, stress and interruptions in a lively, urban public library
- Attends and participates in continuing educational programs designed to keep abreast of changes in profession.

RATE: \$24.01 per hour to \$25.85 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 5pm** 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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