

Goffstown Public Library
Job Description

LIBRARY AIDE—CIRCULATION & INTERLIBRARY LOAN

Grade/Classification: Non-exempt hourly position.

Job Summary: Provides support for all circulation desk functions in person, via email and on the telephone. Responsible for open requests service and the relationship between libraries associated with that service. May also be responsible for interlibrary loan requests. Front line public service position where positive relationship with the public is critical.

Accountability: Reports to Library Assistant—Circulation & Interlibrary Loan as well as the Library Director. There is a six-month trial period and performance reviews are scheduled annually.

Supervisory Responsibility: none

Equipment used: To include but not limited to computer terminals/keyboards, computer peripherals, barcode reader, photocopier, telephone, and small hand tools.

Environment: Tasks and duties are performed within the Library building.

Normal hours of duty: As scheduled, including evenings and Saturdays. (Subject to change.)

Duties and Responsibilities

The following activities are essential to this position:

- Sets tone for greeting and assisting patrons upon entry.
- Responsible for the library's interlibrary loan and open requests service and all tasks associated with those services. Includes making materials van-ready, recording statistics for all items, and processing materials for patron usage.
- Use the telephone and email for interlibrary loan purposes and networking with staff members in other libraries regionally and around the country.
- Accurately and efficiently search a variety of online catalogs and databases for the location of materials requested by cardholders.
- Responsible for functions of the circulation desk including working directly with the public when taking or returning materials, checking library materials in and out, printing and sending daily overdue and billing notices, managing payments from the public, answering the telephone and referring calls to other staff members. Scheduling of museum passes and ability to accurately explain unique usage of those passes.
- Cover other areas of the library as assigned.
- Attends job-related meetings and workshops at the discretion of the Library Director.
- Interprets library policies and procedures to the public.
- Perform other related duties as assigned.

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TRAINING, SKILLS, EXPERIENCE

High school diploma or GED required; some college preferred. Prior public service experience required, preferably in a public library.

OTHER CONSIDERATIONS AND REQUIREMENTS

Job requires some lifting, kneeling/squatting, frequent walking and stair climbing, along with the ability to climb on stools and ladders to retrieve materials on high shelves. Ability to listen, understand and interpret patron and staff requests and questions is critical. Excellent multitasking and customer service attitude is required. Ability to work cooperatively and patiently with other staff and library users; good verbal and written communication skills; computer literacy expected. Enthusiasm for reading and information systems is a definite plus. Appropriate attire and a courteous manner are expected.

Attached: physical activities requirements

Approved by Library Board of Trustees May 17, 2006
Reviewed and revised 03/2010
Revisions approved October 20, 2010; July 15, 2015; January 15, 2020