

**NOTICE OF VACANCY
September 10, 2020**

POSITION: Patron Experience Staff/Collections, L-6

DEPARTMENT: Library

SALARY RANGE: \$38,501.84 - \$52,554.84

HOURS: 37.5 hours/week; 2 nights per week, Alternating Fridays and Saturdays required

Position Purpose:

- As a member of the Patron Experience team, provides exemplary customer service to a vibrant, multi-cultural population at the Framingham Public Library, the premier resource for free inquiry, creative enrichment, and lifelong learning.
- Exemplifies flexibility, diplomacy and enthusiasm for library customer service.
- This position has regularly assigned evening and weekend shifts.
- May perform tasks at the Main Library, Branch or Bookmobile as necessary.

Essential Functions:

(The essential functions or duties listed below 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.)

- Performs an array of circulation duties, and provides a warm, welcoming and accessible patron experience for all library users.
- Issues library cards, checks materials in and out, collects fees and fines; provides information about library services, policies and procedures. Provides directional information.
- Assists patrons in borrowing and using all library materials, placing holds and accessing digital resources.
- Facilitates interchange of materials between Main Library and Branch.
- Performs an array of circulation duties, and provides a warm, welcoming and accessible patron experience for all library users.
- Issues library cards, checks materials in and out, collects fees and fines; provides information about library services, policies and procedures. Provides directional information.
- Assists patrons in borrowing and using all library materials, placing holds and accessing digital resources.
- Facilitates interchange of materials between Main Library and Branch.
- Resolves patron circulation concerns and responds in a positive and flexible manner. Refers issues to Library Administration as required.
- Works with Information and Research Department to facilitate Inter Library Loan transactions.
- Assists supervisors in staff training.
- Protects confidentiality of patron records according to library policy and Mass General Law.

- May cover Main Library, Branch or Bookmobile as needed or assigned.
- Provides Reader's Advisory and secondary reference. May plan and lead book discussions.
- Participates in collection development within set budget guidelines, and the maintenance of an attractive, current array of library materials. Participates in shelf reading and weeding.
- May arrange delivery of materials to nursing homes, or maintain portions of the collection such as large print, audio-visual, periodicals.
- May process foreign language deposit collections for circulation.
- Works with Periodicals Supervisor to facilitate processing and management of Periodicals collection at the Branch.
- Creates attractive displays to showcase and highlight library materials of all kinds.
- Accurately collects and maintains library statistics as required for the ARIS report or requested by Library Administration. Creates custom reports to facilitate management of library collection or patron database. Updates, retrieves and interprets data in the library system.
- Participates on library committees as directed. Makes recommendations for service improvements.
- Keeps up to date on library innovations and trends through professional journals and professional development.
- Monitors safety of the library facility for employees and the public. Responds appropriately to emergencies and keeps Library Administration informed of any problematic situation.
- Follows safe work practices.
- Performs related duties as assigned.

Recommended Minimum Qualifications:

Education, Training and Experience:

- Bachelor's degree; Two or more years' experience in library services, or any equivalent combination of education and experience.
- Familiarity with Spanish or Portuguese desirable

Knowledge, Ability and Skill:

Knowledge: Integrated Library Systems (ILS), Innovative Sierra preferred. Library automation and technologies. Computers. Basic troubleshooting of technology and office equipment.

Ability:

- Exhibit diplomacy, tact, flexibility, and initiative. To work under pressure.
- To learn new software and hardware quickly. To contribute to the overall mission of the library.

Skill: Working in a fast paced and dynamic environment. Exemplary customer service.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision and the ability to adjust focus.

- While performing the duties of this job, the employee frequently is required to stand and talk or hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee is occasionally required to walk; sit; climb or balance; stoop, kneel, or crouch.
- The employee must occasionally lift and/or move up to 40 pounds.

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