

**Position Title:** Head of Circulation/Borrower Services - Technician II  
**Department:** Library  
**Reports to:** Sharon Kelleher, Library Director  
**Hours:** Full-time (35) hours  
**Date:** August 23, 2021  
**Starting Rate:** \$16.61 up to \$20.73

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The town of North Reading is seeking an enthusiastic, energetic professional for the position of Head of Circulation/Borrower Services. Works under the general direction of the Assistant Director. Oversees all activities occurring within the scope of circulation; acts as the point person for the automated library system; assists the public in the use of the library and works regular shifts at the circulation desk.

**Requirements Include:**

- Directs all circulation tasks including but not limited to museum pass reservations, inter-library loan, patron registration and bills.
- Trains library personnel in the use of the Integrated Library System (ILS) including new software releases and updates. Acts as liaison with Merrimack Valley Library Consortium (MVLC) to address issues.
- Responsible for developing, implementing and reviewing policies and procedures pertinent to the circulation department.
- Monitors and keeps current the Circulation portion of the Library web site.
- Responsible for initial handling of patron concerns or complaints at the Circulation Desk. Ensures every effort to effectively uphold library policies is made while also being flexible enough to find a potential compromise that satisfies our patrons. Larger disputes or problems may be referred to the Assistant Director or Director.
- Responsible for creating or coordinating any community outreach efforts such as book clubs or materials delivery to homebound patrons.
- Responsible for the continued knowledge of new and current technologies, electronic equipment and on-line resources in the performance of duties.
- Works in conjunction with Assistant Director and Director to maintain a current circulation manual including opening and closing procedures.
- Assists Assistant Director in assigning duties, and overseeing volunteers within the circulation dept.
- Covers other department desks as needed.
- Compiles monthly circulation and other relevant library statistics as assigned.
- Attends bi-monthly consortium circulation meetings when library schedule permits.
- Acts as the person-in-charge in the event that the Director and Assistant Director are not on site.
- 35 hours including one evening and one Saturday every four weeks (September-May).

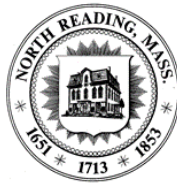
Proficiency in the use of automated systems, electronic library information resources, and database searching. Ability to set priorities and work with frequent interruptions. Ability to train staff and public. The best candidate will have excellent customer service and communication skills.

**Education and experience:**

- Bachelor's degree is required (MLS preferred), a minimum of three years' progressive library experience and supervisory or professional experience.

Qualified candidates who fit the description above are requested to submit an application/resume to the Human Resources Department [jobs2@northreadingma.gov](mailto:jobs2@northreadingma.gov) or to the Town Hall, 235 North Street, North Reading, MA 01864

August 23, 2021



Physical Requirements			
PRIMARY		COGNITIVE AND SENSORY REQUIREMENTS:	
LIFT up to 10 lbs:	Occasionally required.	Talking:	Necessary for communicating with others.
LIFT 11-25 lbs.:	Occasionally required.	Hearing:	Necessary for receiving instructions and queries.
LIFT 26-50 lbs.:	Not required.	Sight:	Necessary to perform job effectively and correctly
LIFT over 50 lbs.:	Not required.	Tasting & Smelling:	Not required.
CARRY up to 10 lbs.:	Occasionally required.		
CARRY 11 to 25 lbs.:	Occasionally required.		
CARRY 26 to 50 lbs.:	Not required.		
CARRY over 50 lbs.:	Not required.		
REACH above shoulder height:	Occasionally required.	Other Physical Considerations	
REACH at shoulder height:	Frequently required.	Twisting:	Occasionally required
REACH below shoulder height:	Occasionally required.	Bending:	Occasionally required
PUSH/PULL CARTS up to 50 lbs.:	Frequently required.	Crawling:	Not required.
		Squatting:	Occasionally required
		Kneeling:	Occasionally required
DURING AN 8 HOUR DAY, EMPLOYEE IS REQUIRED TO:		Crouching:	Occasionally required
		Climbing:	Occasionally required
Consecutive Hours		Balancing:	Not required.
Sit:	1 2 3 4 5 6 7 8 - Varies Daily		
Stand	2 2 3 4 5 6 7 8 - Varies Daily	HAND MANIPULATION	
Walk	3 2 3 4 5 6 7 8 - Varies Daily	Grasping:	Frequently required
		Handling:	Frequently required
Total Hours		Torquing:	Frequently required
Sit	1 2 3 4 5 <u>6</u> 7 8	Fingering:	Frequently required
Stand	<u>1</u> 2 3 4 5 6 7 8		
Walk	<u>1</u> 2 3 4 5 6 7 8		
Controls and Equipment:	Computer, telephone, copier and scanners.		
Work Surfaces:	Standard office desk and chair, computer work station, tile, carpet, cement floor, table, service counter.		