

## **Library Clerk, Ayer Library (Part-Time On Call/Substitute – several positions available)**

Are you looking for a part-time job with some schedule flexibility? Do you enjoy helping people? Are you often thinking to yourself “I don’t know the answer, but I want to find out”? If you answered yes to these questions, we invite you to apply for an on-call/substitute library clerk position at the Ayer Library! What’s that? You don’t know much about libraries? Don’t worry, we’ll train you!

### **Position Description**

Provide direct customer service to all ages of the public, as well as administrative and supporting duties relating to circulation of library books and other materials.

### **Supervision**

The Library Clerk works under the supervision of the Head of Adult Services, the Head of Youth Services, or the Assistant Director, depending on the assignment.

### **Essential Duties and Responsibilities**

- Greet and engage with visitors as they enter the library.
- Check in and check out books and other library materials.
- Issue new and replacement library cards.
- Retrieve and re-shelve library materials.
- Accept cash payment for fines, donations, purchases.
- Answer general questions in person, over the phone, and online. Take messages and/or refer inquiries to the appropriate staff member for additional service.
- Tactfully explain library policy, resolve minor complaints, and maintain good relations with library users.

### **Knowledge, Ability, and Skills**

- Competency to operate a personal computer, including Microsoft Office software and other common applications.
- Adaptability and dependability to work well in a team situation.
- Flexibility to fill in during scheduling emergencies and vacation periods,
- Judgment to recognize situations that require referral to another staff member.
- An interest in and enthusiasm for working with all age groups of the public.

### **Physical Requirements**

Minimal physical effort is required to perform most duties; some duties require moderate effort such as lifting and carrying up to 35 lbs. The employee is frequently required to stand, walk, sit, speak, hear, use hands to operate equipment, climb, stoop, reach with hands and arms and lift, move, and push equipment. Vision requirements include the ability to read routine documents and use a computer.

### **Qualifications**

- A desire to help people find what they need without judging them.
- Curiosity and interest in learning new things.
- Customer service experience dealing with the public is highly desirable.

- Knowledge of and willingness to share information when asked about any types of movies, books, TV shows, games, music or current events that you have an interest in is desirable.

### **Full/Part Time**

Part-Time. Schedule will vary depending on staff vacations, program coverage needs, etc. Generally 4 hours weekly, with more available periodically (up to 19 hours weekly) depending on circumstances but with no guarantee of regular hours. Must be available on Saturdays and in the mornings and/or evenings during the week.

### **Salary**

\$13.50/hour. This is a non-benefitted position.

### **How to Apply**

Send a letter of interest and a resume, if you have one, to Tim Silva, Library Director, [tsilva@cwmars.org](mailto:tsilva@cwmars.org), on or before Saturday, December 8, 2018. No phone calls please.

The Ayer Library, 26 E. Main Street, Ayer, MA 01432

[www.ayerlibrary.org](http://www.ayerlibrary.org)