

## **Circulation Librarian (Youth Services), Ayer Library, Ayer, MA**

The Ayer Library is seeking a creative, adaptable, and enthusiastic person to join our small customer-service focused team. Following the appointment of a new Library Director in 2018, the onset of the COVID-19 pandemic in 2020, and the completion of a new Strategic Plan in 2021, we are in the midst of revamping our services to meet both present and anticipated future community needs. If the idea of joining a small but powerful group of staff and volunteers dedicated to providing excellent public library service during a period of change appeals to you, please consider applying for this position!

### **Position Description**

The Circulation Librarian (CL) is an entry-level professional position that provides front-line customer service in our Youth Services Department. The CL also provides occasional coverage at the Library's Main Circulation Desk and off-desk support for library operations in a variety of areas.

### **Supervision**

The CL reports to the Head of Youth Services. The CL may also receive direction on a project-by-project basis from the Head of Adult Services, the Assistant Director or the Library Director.

### **Supervisory Duties**

The CL may supervise the work of Library Clerks and/or volunteers, depending upon the assignment.

### **Essential Duties and Responsibilities**

- Provide judgment-free circulation, reference, and reader's advisory services to young patrons and their caregivers. Respond to inquiries in person, by telephone, email, and social media; provide direction, information and instruction to patrons in the use of library resources and technology.
- Assist the Head of Youth Services with story times, crafts, and other Library-sponsored programs and activities in person and virtually.
- Assist with the maintenance of the Library's circulating collection of physical and digital materials; work may involve reporting usage, taking inventory, selecting items for purchase, weeding, cataloging, and other technical service tasks as needed.
- Become part of a supportive and effective team of staff and volunteers that are working to achieve the Library's short and long-term goals.

### **Other Duties**

Depending upon the Library's needs and selected applicant's affinity, the CL may be assigned responsibility for tasks involving but not limited to public programming, outreach to the community, the promotion of library events and services, maintenance of the library facility, etc.

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

This position requires:

- The ability to work effectively with members of the public and library colleagues from a variety of backgrounds amid frequent interruptions in a changing workplace.
- Excellent communication skills; good humor; patience, perseverance, and creativity to solve problems; the ability to learn and apply good judgment; the desire to contribute to a thriving public service oriented team.

- Comfort with troubleshooting problems with software, apps, tablets, smartphones, PCs, WIFI, copiers, printers, and other aspects of library technology.
- A desire to learn new skills, refresh old ones, and to “pitch in” where there’s a need.

### **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**

Minimum Education/Experience:

- A High School diploma, GED, or the equivalent.
- 3-4 years of customer service experience, primarily with children.

Preferred Education/Experience:

- An associate’s or bachelor’s degree.
- 1-3 years of customer service experience in a library setting, primarily with children.

### **Full/Part Time**

Part Time (80%) This is a 32-hour per week position, with work shifts to include evenings and weekends.

### **Compensation**

Starting salary for this position is \$17.48/hour. Paid vacation, personal days, and sick leave provided in accordance with the Ayer Library’s Personnel Policy. Health and dental insurance, pension and other benefits available as detailed in the Town of Ayer’s Personnel Policy for non-union employees.

### **How to Apply**

Send a letter of interest and a resume or CV to Tim Silva, Library Director, [tsilva@ayer.ma.us](mailto:tsilva@ayer.ma.us). The position is open until filled.

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