



Date: October 7, 2016
Title of Position: Library Assistant II
Salary: Per AFSCME contract: Grade 12, \$689.39/week @ Step 1
Effective: December 2016

Responsibilities and Qualifications: (Please see the attached Commonwealth of Massachusetts Human Resources Division Library Assistant Series Classification Specification and Position Description/Form 30 for more detailed information.)

Responsibilities: The Jonathan Edwards Library at BCC seeks a patron-centered Library Assistant II who will bring humor, patience, and passion for serving to our diverse community. This vital position will focus on library circulation, providing outstanding customer service both in person at the circulation desk and on the telephone. Other duties and tasks may include: ordering of materials, supplies, and equipment, with appropriate record-keeping; data entry; library user assistance; hiring and supervision of work-study students; general office duties; facility opening, closing, and monitoring; equipment demonstration, monitoring, and trouble-shooting; special projects and other tasks as assigned. The Library Assistant II works closely with library vendors, users, and other staff in the Library and elsewhere.

Qualifications: Minimum one year of full-time or equivalent part-time paraprofessional or clerical experience as a library assistant. An associate's degree may be substituted for the required experience with education toward such a degree prorated on the basis of the proportion of the requirements actually completed. Excellent oral and written communication skills, computer (esp. Excel), and other office skills required. A strong customer service ethic is essential. Appropriate library experience; must be familiar with relevant systems and technology, library research methodology; and other aspects of library operations. Must be accurate, organized, reliable, and flexible; must enjoy working with library users, co-workers and others. Positive attitude and willingness to learn, accept responsibility, and work independently. Must be able to train, oversee, and evaluate the work of student workers. Ability to lift 5 to 25 pounds; reach and shelve materials; operate equipment; stand frequently; and move around the facility.

Additional information: Source of Funding: State funded
 Area of Assignment*: Academic Affairs
 Supervisor*: Director of Library
 Shift*: Monday through Friday, 7:30 am – 3:30 pm
 Days Off*: Saturday and Sunday

MCCC AFSCME DCE Non-Unit Full-time Part-Time

*Supervisor, area of assignment, shift, and days off are currently applicable to this position; however, these specifications are descriptive and not restrictive and are subject to change by the administration, pursuant to the applicable terms of the collective bargaining agreement.

Application Procedures: For consideration, send cover letter, resume, and a list of names and telephone numbers for three (3) recent job-related references to the Human Resources Office, Berkshire Community College, 1350 West Street, Pittsfield, MA 01201. tkozlowski@berkshirecc.edu (Internal candidates: Attach updated resume to in-house application form located in Human Resources).

Application Closing Date: **October 24, 2016.** BCC is committed to providing an inclusive learning and working environment that values the diverse backgrounds of all people and encourages applications from individuals whose experiences and perspectives model the opportunities and success derived from a college education.

Position Description, Form 30 Commonwealth of Massachusetts

Position Title: Library Assistant II

Department: Library

Job Group: Grade 12

Functional Title (optional)

GENERAL STATEMENT OF DUTIES AND RESPONSIBILITIES:

This vital position focuses on library circulation, providing outstanding customer service both in person at the circulation desk and on the telephone. Other duties and tasks may include: ordering of materials, supplies, and equipment, with appropriate record-keeping; data entry; library user assistance; hiring and supervision of work-study students; general office duties; facility opening, closing, and monitoring; equipment demonstration, monitoring, and trouble-shooting; special projects and other tasks as assigned. The Library Assistant II works closely with library vendors, users, and other staff in the Library and elsewhere.

SUPERVISION RECEIVED (Name and title of person from whom incumbent receives direction)

Richard Felver, Director of the Library

SUPERVISION EXERCISED (Number and titles of positions directly supervised by incumbent)

Work-study Students

DETAILED STATEMENT OF DUTIES AND RESPONSIBILITIES

- Conducts online and vendor catalog searches; obtains/confirms citations and availability of resources requested by librarians and faculty members and approved for order by the library director; checks to avoid order duplication;
- Prepares appropriate paperwork (purchase requisitions, etc.) for orders of resources, supplies, furniture, equipment, travel, etc. initiated or authorized by the director; checks order status and payments; receives and checks in items when they first arrive in Library;
- Primary liaison to vendors for most library purchases; selects, contacts, and maintains communications with vendors to ensure optimal purchase terms, availability of items, and resolution of problems; primary liaison to college Business Office;
- Keeps budget records and tracks spending as instructed by director; communicates information to the director about pricing, availability, budget spend-down, etc.; meets Business Office fiscal year deadlines for encumbering and spending funds; compiles data as requested for reports;
- Orders and keeps inventory of library and office supplies; tallies and delivers revenues (public copying, printing, overdue fees, etc.) to Business Office; keeps copier, microfilm reader/printer, and circulation desk cash boxes supplied with change;
- Helps keep equipment and systems in good working order; monitors machines and performs front-line trouble-shooting; loads supplies; fixes minor problems; contacts and interfaces with service and support personnel as necessary;
- Liaison to Foundation Office re: checking out Book Scholarship textbooks to students; maintains BCC archives;
- Assists student, faculty, staff, and community users at the circulation desk and in other ways; checks materials in and out; registers users; collects money and makes change; answers or refers questions; demonstrates use of equipment and online systems; shows how to locate materials and information; responds to security system alerts; monitors user behavior; places/releases Registrar's Office holds re delinquent borrowers;
- Assists in the processing of loaning of materials to/from other libraries by obtaining items from shelves, preparing them for delivery, and notifying users about received material; retrieves loaned items; instructs users on placing requests, etc.;
- Recruits, trains, coordinates, supervises, and evaluates work-study students; consults with other library staff in assignment of their duties; keeps track of hours used by work-study and evening staff;

- Performs general office duties such as phone coverage, word processing, data entry, filing, photocopying and printing; produces appropriate signs, forms and correspondence; is primary responder to main phone extension in Library; assists other staff in the use of office systems; sorts and distributes mail;
- Opens and closes the Library as necessary by turning machinery on/off and conducting other pertinent procedures; helps monitor the facility; informs supervisor and/or contacts appropriate campus staff about maintenance and other needs; has (or shares) on-site responsibility for the Library in absence of senior-level personnel;
- Uses appropriate library, campus (including Datatel), and general office systems (esp. Excel) in performance of duties; attends relevant meetings, workshops, and training sessions on and off campus;
- Works closely with users, vendors, and other library staff (especially the other daytime assistant); also with staff from other campus areas such as the Business Office, Maintenance, Financial Aid, and Foundation Office; interacts as necessary with staff from C/W MARS, MLS, etc.
- Special projects and other tasks as assigned.

QUALIFICATIONS REQUIRED AT HIRE (List knowledges, skills and abilities)

Excellent oral and written communication skills, computer (esp. Excel), and other office skills required. A strong customer service ethic is essential. Appropriate library experience; must be familiar with relevant systems and technology, library research methodology; and other aspects of library operations. Must be accurate, organized, reliable, and flexible; must enjoy working with library users, co-workers and others. Positive attitude and willingness to learn, accept responsibility, and work independently. Must be able to train, oversee, and evaluate the work of student workers. Ability to lift 5 to 25 pounds; reach and shelf materials; operate equipment; stand frequently; and move around the facility.

QUALIFICATIONS ACQUIRED ON THE JOB (list knowledges, skills and abilities)

Further experience with evolving library and other technological systems; knowledge of community college populations; familiarity with library and college policies, procedures, organization, and staff; knowledge of BCC's library resources; increased knowledge of pertinent library networks and organizations such as C/W MARS and MLS; familiarity and skill interacting with BCC library vendors; ability to further improve library financial record-keeping and other areas of operation; increased ability to work independently while seeking appropriate input from supervisor.

MINIMUM ENTRANCE REQUIREMENTS

Minimum one year of full-time or equivalent part-time paraprofessional or clerical experience as a library assistant. An associate's degree may be substituted for the required experience with education toward such a degree prorated on the basis of the proportion of the requirements actually completed.

LICENSE AND/OR CERTIFICATION REQUIREMENTS: N/A

REMARKS

SIGNATURE OF APPOINTING AUTHORITY

TITLE

BERKSHIRE COMMUNITY COLLEGE

AGENCY

PREPARED BY

INITIALS OF INCUMBENT
DATE

DATE

INITIALS OF SUPERVISOR