



**Circulation Assistant
Eldredge Public Library
2026**

Job Type: Hourly, part-time

This role reports to: Circulation Supervisor

Job Location: This position must be on-site due to the operational responsibilities of this role.

Pay: \$22/hour

Company and Culture:

The Eldredge Public Library is a 501(c)(3) organization providing exceptional customer service, exemplary materials, resources and programs, current technologies, meeting space, academic support, and opportunities for community connection and public discourse in a safe, inclusive, and neutral setting. The Library strives to create a positive environment focused on communication, teamwork, and respect.

Role Overview:

The Circulation Assistant offers technical and clerical support to Eldredge Public Library patrons and visitors. This role is crucial for the day-to-day operation of the Library, focusing on maintaining the circulation of materials.

Assistants interface directly with patrons, checking-out and receiving materials. They also provide information, instruction, and assistance on library programs, procedures, and policies; and respond to requests, inquiries, and/or complaints, referring patrons to other departments as appropriate. Assistants support patrons by instructing them in public access catalog searches and assisting them in the interpretation of results. Under general supervision, a person in this role is familiar with operational routines and uses initiative in carrying out recurring assignments independently with efficacy.

Knowledge, Experience, and Skills:

- Basic understanding and application of the principles and practices of customer service
- Ability to be flexible and adaptable in an ever-changing environment, demonstrating patience and equanimity
- Excellent interpersonal skills and solid computer skills
- Experience with automated library systems helpful
- Strong oral and written communication
- Experience working in a library environment preferred

Qualifications:

- At least one year of customer service required
- High school diploma or GED required
- Must be able to lift up to 25 lbs; push/pull a moderately heavy wheeled cart; retrieve & shelve library materials from 3 inches to over 6 feet off the floor; stand for at least 2 hours at a time
- Must be able to read small print

Core Responsibilities:

- Performs all circulation desk activities: checking materials in and out, renewals, requests, patron account management, fee collection, etc., via the CLAMS automated system
- Issues new library cards and enters data into CLAMS system
- Assists in supervising volunteer workers
- Answers basic reference questions and refers more complicated questions to professional staff
- Assists patrons in using automated catalog and locating Library materials
- Answers and routes telephone calls and performs patron account management by telephone when requested
- Notifies patrons when requested materials are ready to be picked up and monitors reserve shelf
- Handles registration for classes and programs
- Organizes returned materials for shelving and, when necessary, shelves returned materials and reorganizes materials on shelves
- Follows opening and closing procedures for the Library
- Processes items in ILL delivery boxes
- Troubleshoots minor problems on Library computers, printers, fax, photocopier, scanner, and audio-visual equipment, and assists patrons in using these items as necessary
- Assists in setting up chairs, tables, and equipment in the meeting room
- Performs collection maintenance; withdrawing items, changing labels, and changing item locations on CLAMS system, cleans CDs and DVDs as necessary
- Assists in development of all collections by making recommendations for purchase.
- Participates in workshops and committees relevant to assigned tasks
- Prepares new items for the shelf and/or circulation, applying covers, pockets and protective packaging as needed
- Other duties as assigned by supervisors

Please submit cover letter and resume to Director Amy Andreasson @ amyandreasson@clamsnet.org or mail to Amy Andreasson, Eldredge Public Library, 564 Main Street, Chatham, MA 02633.

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In addition, in keeping with the Americans with Disabilities Act (ADA) and the religious discrimination provisions of Federal and State laws, the Library will make appropriate accommodations for employees with qualified disabilities or religious needs whenever possible.