Franklin Township Public Library

JOB VACANCY: Full-Time Library Associate

The Franklin Township Public Library -- Somerset N.J. 08873 -- is seeking a reliable, service-oriented individual who can support daily circulation and patron services as well as taking a hands-on role in recruiting, scheduling, and supervising our dedicated team of library volunteers.

RESPONSIBILITIES

Volunteer Supervisor Duties:

- Interviews, hires, trains, and supervises the department's volunteers. Organize volunteer appreciation events. Submits periodic statistical reports to management.

Other Key Duties:

- Checks in newspaper deliveries and notifies appropriate authority when issues are missing. Prepares the list of NY Times Bestsellers for distribution to collection development staff.
- Proofreads new user application cards
- Changes the location codes of materials coming off "new" status

Circulation Tasks:

- Answers questions in person and over the phone in a professional and courteous manner about the library organization, holdings, policies, procedures, and programming. Refers patrons to other appropriate departments when necessary.
- Exercises good judgment to resolve patron disputes, refers matters to the department head when appropriate
- Oversees opening and closing procedures for the department when assigned
- Performs a variety of circulation desk tasks such as, but not limited to: checking out library materials; registering new patrons; collecting and processing fees; taking material reserve requests and processing reserves
- Performs a variety of clerical duties including, but not limited to: computer entry, sorting, filing, compiling statistics, and assisting patrons with copy machines.
- Performs collection maintenance tasks including but not limited to discharging returned items from patron records; preparing returned materials for shelving; shelving returned materials; checking shelves to ensure correct order of materials; shifting collections as needed; and identifying books and other library materials for mending
- Performs other duties as assigned by management

REQUIREMENTS ...

- Ability to comprehend, analyze and interpret regulations, policies, and procedures of the library
- Ability to exercise good judgment in public service situations and multitask as needed
- Ability to maintain regular, continuous punctuality and attendance
- Ability to read, write, speak, and understand English sufficiently to perform the duties of this position

REQUIREMENTS ...

- Ability to work a flexible schedule, including regular nights and weekends, and to accept assignments, as necessary, at all three library branches
- Ability to work independently as well as part of a team
- Experience working with a variety of age groups and diverse populations
- Knowledge of library practices, procedures, services, and terminology
- Own a reliable form of transportation and have a valid NJ driver's license
- Physically able to handle active, ambulatory work that may involve bending, reaching, walking, carrying piles of books and pushing loaded book carts; dexterity to handle books, keyboards, and other small objects; vision and hearing at or correctable to "normal range"
- Possess a college degree
- Possess computer literacy with the ability to learn new software systems such as Polaris ILS and MS Word
- Previous customer service experience working in a library or related environment preferred
- Resident of New Jersey
- Strong customer service skills; including the ability to deal with difficult situations in a positive manner

SCHEDULE

Monday through Friday. Approximately 37.5 hours a week. Includes at least one evening a week and one weekend shift a month.

COMPENSATION

$48,000 to $50,000 per year. FTPL offers a comprehensive benefits package, including health insurance, paid time off, and participation in the New Jersey pension system.

TO APPLY

Please submit a resume, cover letter, and the contact information for three current references to: Megan Ingegno, Head of Borrower Services, mingegno@franklintwp.org. Please include the job title in the subject line.

Applications will be accepted until the position is filled. Only candidates of interest and those who have followed the above application instructions will be contacted.

THE POSITION IS OPEN UNTIL FILLED. NO PHONE INQUIRIES. ONLY CANDIDATES WHO ARE SELECTED AND THOSE WHO HAVE FOLLOWED THE ABOVE APPLICATION INSTRUCTIONS WILL BE CONTACTED.