

**Library Assistant I – Circulation
Job Description
The Massachusetts Historical Society**

Purpose: The Library Assistant I – Circulation (LAI-C) provides direct service to researchers seeking access to MHS collections ensuring both access to and the security of the library's holdings, primarily through staffing the Society's circulation desk and paging materials from the closed stacks. The position is essential in promoting the Society's public image and in maintaining the security of the building and collections.

Reporting Relationships: This position reports to the Reference Librarian – Researcher Services (RSL)

Supervisory Responsibility: None

Schedule: This is a part-time position. LAI-Cs typically work 21 to 25 hours per week (maximum 29 hours) during regularly scheduled library hours, which include Saturdays and Tuesday evenings.

Individual schedules are determined by their supervisor and the Director of the Library with input from the staff member, but work shifts have a set start and end time, essential to providing proper in-person staffing support to Library operations. Schedules are re-evaluated at regular intervals (typically September, January, and June) and may be adjusted to suit the needs of the department and the LAI-C.

As a public-facing role performing work in support of researchers using the Society's collections on-site, this position does not allow for any remote or hybrid work.

Major Responsibilities:

- Provides all researchers, onsite and remote, courteous, equitable, and effective service*
- Retrieves, circulates, and reshelves collection materials, including both properly routing items through the Aeon system and ensuring secure, timely movement of items through the library/building*
- Ensures preservation and security of collection materials used in the Society's reading room through direct supervision of all individuals in the reading room and explaining, demonstrating, and enforcing library policies and procedures as needed*
- Carefully handles collection materials in accordance with best practices, to ensure preservation of collections
- Completes library opening and closing routines to prepare for providing access to and to ensure overnight security of library spaces and collection materials.*
- Responds to routine reference queries in person, on telephone, and via email in LibAnswers software suite; refers non-routine inquiries to appropriate reference librarian or department.
- Assists patrons in using library equipment (microfilm readers, OPACs, printers, laptops for Preservica access, etc.) in the reference area and reading room

- Assists in breaking down library technology and workstations and moving furniture within the library spaces to support extra-departmental use of the space
- Keeps up-to-date on departmental news and happenings through weekly meetings or meeting notes
- Serves as a role model and instructor on the circulation and back-up desks to assist in the training of newly hired staff
- Regularly contributes original content to the LRS staff newsletter, and serves as the editor of the newsletter at least one month out of the calendar year
- Supports user information-seeking through the creation of subject guides; blog posts; and other reference projects as assigned
- Participates in professional development under the guidance of full-time staff in LRS, and actively seeks out professional development opportunities in the library science/archival/public history fields
- Provides coverage of visitor services desk as needed, welcoming visitors, directing incoming phone calls, monitoring security feeds, and checking in researchers*
- Assists with other library projects and routine clerical tasks as needed
- Regularly handles large and/or heavy loads up to 50 pounds, with frequent lifting, bending, carrying, walking, pushing and pulling, and climbing ladders throughout the workday *

*Essential functions

Requirements:

Education

- Bachelor's degree or current enrollment in a Bachelor's program required
- Current enrollment in a Master's degree program, with coursework in American history, public history, archives, library science, or a similar program, preferred

Experience

- Experience working with a diverse public in a customer service or similar position
- Experience in library, archives, or public history organization preferred
- Experience working with Aeon or similar special collections circulation system preferred
- Experience working with user interface of Voyager or similar ILS preferred

Skills

- Ability to clearly and effectively communicate, orally and in writing, with staff and members of the public
- Ability to work with the public with tact, patience
- A high level of comfort working with the public and meeting new people
- Ability to assess and anticipate needs and be a flexible problem solver
- Ability to consistently enforce policies and procedures
- Ability to identify matters of urgency or requiring supervisory/management assistance
- Ability to confidently work with technology, including learning new software/hardware and performing basic troubleshooting

- Proficiency with Microsoft Office Suite
- Ability to work as part of a team
- Strong research skills, preferred
- Ability to read 18th-, 19th-, and 20th-century handwritten manuscripts, preferred
- Ability to comply with all MHS policies and procedures, including emergency, health, and safety protocols

Application Procedure: Please send by email a single PDF that includes a cover letter, résumé, and the names and contact information for three professional references to Reference Librarian Lauren Gray at lgray@masshist.org. Applications that do not comply with this process cannot be considered.

Applications due by December 17, 2024

Compensation and Benefits: The payrate for this position is \$19.00/hour. Benefits include paid sick time, paid holidays, a public transit subsidy, and the opportunity to participate in the MHS retirement plan, and reciprocal entrance to local education and cultural institutions

Pre-Hire Requirements: MHS requires proof of a vaccination and up-to-date boosters for COVID-19 for all employees. As part of its offer process, MHS will conduct a reference and criminal background check for any finalist. We are not able to sponsor visas.

Equal Opportunity Statement:

The Massachusetts Historical Society aims to be a diverse workforce that is representative, at all job levels, of the citizens we serve. Candidates of all backgrounds are welcomed and encouraged to apply. We are committed to creating a work place free from harassment and discrimination on the basis of race, color, ancestry, religious creed, gender identity and expression, national or ethnic origin, sex, sexual orientation, pregnancy, age, genetic information, disability, military or veteran status, or any other category protected by law (also known as membership in a "protected class"). Candidates in need of accommodation in the application process should reach out to our human resources department with inquiries.

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.