

## **Circulation Assistant**

### **Position Description**

#### **Position Description:**

The Circulation Assistant works under the supervision of the Circulation Manager to assist with library circulation operations. Responsibilities include working with Library staff, volunteers and the public, checking materials in and out, creating and updating patron accounts, shelving materials, assisting with reports, offering service in person and by telephone, and other general library operations.

#### **Responsibilities and Expectations:**

- Assists patrons in using library services
- Provides coverage on the public service circulation desk
- Checks library materials in and out; renews items
- Reserves materials and processes requests for library items
- Processes library card applications; issues new and/or replacement library cards to patrons; inputs and updates patron account information in library computer system
- Provides customer service, assistance and instruction to library patrons
- Responds to and resolves complex/sensitive patron inquiries, concerns, and complaints, referring those that cannot be resolved to supervisor
- Accepts payment for lost or damaged materials, donations, etc.
- Sorts and organizes materials for shelving, shelves materials, tidies shelves, and shelf-reads to ensure materials are in their proper place
- Cleans DVDs, books and cases; identifies materials that need mending
- Answers telephone and transfers calls appropriately
- Assists with daily reports as needed
- Assists with opening and closing procedures
- Registers the public for Library programs
- Does not supervise other Library employees

#### **Customer Service:**

- Provides accurate and consistent access to information, materials, services, and programs to patrons and co-workers in a timely manner and with a good attitude
- Makes accurate referrals to co-workers, supervisor, other community agencies as appropriate
- Interprets policies and procedures to public in a customer-responsive manner
- Relays patron concerns appropriately to staff and/or Director in a timely manner

#### **Library Operations:**

- Observes safety hazards and emergency procedures
- Observes library policies and practices
- Identifies problems and reports appropriately to library staff and/or Director
- Is familiar with office equipment (copier, voicemail, phones, etc.)
- Is familiar with library equipment (computers, DVD players, etc.)
- Follows all opening and closing procedures when assigned
- Performs a variety of duties supporting the overall operation of the library as assigned

#### **Professionalism:**

- Maintains working knowledge of materials collections, services, and programs
- Participates in staff development activities as appropriate

- Continually strives to increase job-related skills and knowledge
- Shares professional information with co-workers
- Works respectfully with the public, volunteers and other Library employees
- Adheres to library standards for conduct and work performance as well as ALA Code of Ethics and Bill of Rights

Teamwork:

- Works cooperatively with co-workers, volunteers, and supervisor
- Displays flexibility in working with others
- Effectively communicates with co-workers
- Takes initiative
- Makes suggestions for solutions to problems
- Participates constructively in meetings
- Recognizes co-workers and volunteers for work well done

Minimum Qualifications:

- High school graduate or GED
- Customer service experience preferred
- Strong verbal and written communication skills
- Ability to work with the public in a pleasant manner and effectively resolve service issues using independent judgment
- Knowledge of computers; experience with computer applications in libraries preferred
- Knowledge of Dewey Decimal System preferred
- Required to pass a background check

Hours of Work and Benefits:

- Up to 12 hours per week. Schedule to be determined, but may include day, evening and weekend shifts
- Regular part-time non-insured hourly employees receive prorated vacation leave, prorated sick leave, prorated holiday leave, and other kinds of prorated leave
- Regular part-time non-insured hourly employees are eligible for overtime pay and military leave as required by law
- Regular part-time non-insured hourly employees do not receive health insurance benefits during their period of employment, unless they otherwise qualify for such benefits under the Library's personnel policies
- Regular part-time hourly employees pay contributions to the Social Security system, as does the Library on their behalf. They will not be enrolled in the state PERS retirement system, although there are a few exceptions depending on PERS eligibility criteria

Physical Requirements:

- Required to be able to regularly lift up to 40 lbs
- Work involves long periods of standing, repetitive arm-hand movements and reaching, bending, squatting and walking to retrieve and shelve books