

Position Title: Circulation Assistant (Non Exempt) **Immediate Supervisor:** Public Services Coordinator

General Summary:

Under the supervision of the Public Services Coordinator, the Circulation Assistant performs general customer service and library operational duties related to the circulation of materials and offers basic reference and informational service while maintaining the highest level of public service.

Functions and Responsibilities:

- Assists patrons at the service desk and over the telephone by performing procedures related to the circulation of materials, including the following: checking materials in and out, renewing materials, placing and processing holds, shipping and receiving of holds, collecting fees, registering borrows, explaining policies and procedures and granting exceptions when necessary,
- Answers the telephone and directs calls to the appropriate departments.
- Performs collection maintenance services including shelving and shelf-reading.
- Searches stacks and other areas for claimed returned, traced, lost, missing or other items as assigned by supervisor.
- Provides basic assistance to patrons, including basic computer guidance, and seeking assistance from supervisor as needed.
- May be involved in the Interlibrary Loan process by searching for materials within the district and forwarding patron requests to ILL staff. May also be involved in notifying patrons when materials are available.
- May participate in merchandising the library collection through book displays and bulletin board displays, as assigned by library administration
- Operates office and automated equipment
- Understands and applies library policies and procedures.
- Must demonstrate an interest in life-long learning by maintaining an interest in new library services and trends via reading, workshops, etc. All employees working 20 hours per week or more are required to complete a minimum of three continuing education hours per year (provided by the library)
- Maintains good relations and a courteous manner with public and other staff.
- Maintains order and neatness of the collection and building.
- Reports problems and needs to immediate supervisor.
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Ability to provide courteous public service and to present clear explanations of established policies and procedures; willingness and ability to grant logical exceptions to Library policies and procedures when warranted.
- Ability to accurately shelve materials in alphanumeric order.
- Physical capacity to place materials on selves at all shelving heights., ability to push book carts, ability to lift 25 pounds
- Ability to think and act appropriately under pressure.
- Ability to multi-task and handle interruptions.
- Ability to work positively in a team-setting.
- Willingness to assist and support co-workers, contribute ideas, maintain flexibility, and be able to adapt to a rapidly changing environment.
- Ability to perform routine and non-routine procedures involving many steps.
- Ability to follow complex written and verbal instructions and to pay close attention to detail.
- Proficient with basic computer skills and the use of office equipment.
- Excellent verbal and written communication skills.
- A strong desire to serve the public with friendliness, tact and diplomacy
- Ability to work a schedule that includes evenings and rotating weekends as assigned.

Additional: This is not an exhaustive list of duties. It is simply representative of the main responsibilities of this position. (May require evening or weekend work)

Education, Experience and Training:

- High school graduate or equivalent required
- Experience working in a public service setting preferred
- Must have adequate computer skills
- Must have excellent verbal and non-verbal communication skills