

CIRCULATION ASSISTANT

Vacation Level: 1

Employment Status: Part-Time Non-Exempt

Work Schedule: Hours vary, including evenings and weekends

General Job Description:

The Circulation Assistant's main duties are to issue library cards, check items out to patrons in a courteous and efficient manner, check items in with an eye for detail, and make sure items get back out to the shelves quickly and accurately. The 4-hour desk shifts require frequent lifting and barcode scanning of materials, bending and stooping to retrieve items from the drops, and pushing carts full of materials. Use of a computer is also required, so a basic comfort level with internet applications is a must.

Detailed Duties:

- Accurately checks materials in and out and inspects materials for damage or missing parts.
- Issues patron library cards, contacts home libraries when entering reciprocal cards into database, and maintains patron records in the computer.
- Maintains a level of confidentiality in regards to patron accounts, following the department's procedures when accessing or relaying information to patrons or other staff.
- Distributes and maintains the holds shelf (items on hold for patrons for pick-up at the desk or through the drive-up window.)
- Accurately conveys any account issues to patrons; processes payments for fees applied to a patrons account for lost or damaged items or for other library uses.
- Engages in a friendly and professional manner with patrons of all ages.
- Routes materials to the proper department or library.
- Empties book bins, which can require bending more than 45 degrees to retrieve items from the bottom of the bin.
- Inspects and cleans print and audiovisual materials, counts kits and other multi-piece items to ensure the return is complete.
- Refers damaged or incomplete items to the Circulation Associates.
- Answers phone or chat in a courteous manner and directs calls appropriately.
- Accurately shelves library materials as assigned.
- Assists Circulation Manager in projects and duties as assigned.
- Regularly attends department meetings.
- Works in cooperation with other staff in providing positive patron experiences.

Organizational Relationships:

- Reports to the Circulation Manager and Circulation Associate who is acting as Person in Charge.
- Works closely with other Circulation Assistants
- Responds to direction from other library managers and/or the Key librarian.

Qualifications:

- Display an outgoing, friendly personality and ability to communicate well with patrons and co-workers.
- Possess an eye for detail and be able to consistently follow directions with multiple steps.
- Have at least a high school degree or equivalent.
- Be comfortable using a computer and barcode scanner, including the ability to use library software and specific internet programs required for the job.
- Be able to easily interrupt one task with another in order to accommodate patrons during busy and slow times.
- Have a positive attitude and be willing to learn.

Physical Requirements:

All following duties are repetitive and may continue for as long as 1 hour at a time during a regular 4-hour shift:

- Standing, bending, stooping and twisting to retrieve and place objects from place to place.
- Grasping using the entire hand and arm strength to carry & place objects.
- Reaching above shoulder to place, shift, and retrieve materials on high shelves.
- Light lifting and carrying: raising and/or moving objects between 5-25 pounds.
- Pushing/pulling a cart on wheels weighing as much as 100 pounds.
- Repetitive motion of hands, arms, legs, and torso.
- Fingering: picking, pinching, grasping, typing or otherwise working with fingers in addition to the whole hand – throughout the entire 4-hour shift.
- Visual requirement: able to detect color coding of materials and read a computer screen.
- Communication requirement: Fluent in English, both written and oral. Able to speak and be heard and hear the speech of various patrons and co-workers in person and over the phone.