

## **Circulation Assistant**

**Job Summary:** The Circulation Assistant provides public service at the Circulation desk, efficiently and effectively assisting patrons and addressing concerns in a professional, courteous manner and performs related clerical duties.

**Supervised by:** Circulation Manager

### **Responsibilities and Duties:**

- Participates in the routines of the department, providing circulation service at the desk and by telephone
- Personally greets patrons and answers phone calls in a friendly and professional manner
- Revises, sorts, and cleans returned library materials
- Processes daily delivery of incoming and outgoing materials
- Provides directional and basic informational services
- Assists patrons in locating materials, placing holds on items as needed
- Explains the use of the library, library materials, and library equipment to patrons
- Responds to patron concerns through resolution or referral as appropriate
- Accurately collects cash, credit/debit card, and electronic payments
- Shelves materials as needed
- Maintains up-to-date knowledge and skills related to circulation services through professional reading and monitoring appropriate listservs, attendance at continuing education workshops and conferences, staff meetings and staff development activities
- Helps in other circulation areas and library departments as needed

### **Qualifications:**

- High school diploma or GED
- Previous customer service experience preferred
- Ability to work a flexible schedule, including evenings and weekends

### **Knowledge, Skills and Abilities:**

- Exceptional customer service skills, with a sincere desire to provide excellent service to all library patrons and a willingness to be solution-driven in order to provide access to library services and resources
- Excellent written and oral communication skills
- Competent computer, internet, and keyboarding skills
- Proficient in planning and prioritizing work, with excellent multi-tasking skills
- Demonstrates poise and maintains composure in all situations
- Knowledge of adult materials in all formats
- Complete understanding of circulation procedures
- Thorough knowledge of library policies and procedures
- Ability to maintain effective working relationships with staff and supervisors

- Self-motivated to see and do the work that needs done with little or no supervision
- Knowledge of the Dewey Decimal System and ability to alphabetize with great accuracy
- Strong attention to detail, even when performing tedious and repetitive tasks
- Ability to maintain flexibility, including the willingness and ability to learn new technology, techniques and methods
- Physical agility and stamina to lift 20 pounds, bend, stand and walk.
- Ability to provide own transportation in fulfillment of job duties

**Note:** The preceding statements describe the nature and level of assignments normally given job incumbents. They are not an exhaustive list of duties. Additional duties may be assigned. The position is non-exempt under the Fair Labor Standards rules.

**Approved:** July 18, 2018