

## LIBRARY ASSISTANT (CIRCULATION)

### **Position Purpose:**

Under the immediate supervision of the Head of Circulation, performs circulation tasks, provides readers' advisory to patrons, room reservation scheduling and assistance, and patron or staff run program assistance in a high volume, customer service environment. In the absence of the Head of Circulation, is supervised by Assistant Director, Director, or Circulation Technician. Performs all other tasks as required.

### **Supervision:**

*Supervision Scope:* Exercises judgment in the performance of circulation duties. Communicates deviations from established policies and procedures to the Head of Circulation.

*Supervision Received:* Works under the supervision of the Head of Circulation, from established policies and procedures, and in support of the overall goals of the library. Performs regular duties independently.

*Supervision Given:* None

### **Job Environment:**

Carries out a large variety of service and clerical tasks in a fast-paced work environment that includes and/or requires: interacting with customers of all ages and interests; navigating automated library systems and using online library room reservation software.

Operating in Microsoft Office Suite (MS Word, MS Excel); and Google Suite.

Providing excellent customer service and basic reference assistance; retaining substantial information; giving significant attention to detail; electronic equipment for community room meetings; sending and receiving interlibrary loan materials through Minuteman Network Delivery;

Carrying out substantial physical activities (lift up to 40 pounds, move, retrieve and shelve materials, open and close library doors); adjusting pace and priorities based on the level of desk activity; and multi-tasking – balancing two or more duties effectively.

Errors could result in substantial delays and confusion and significant adverse public relations. Has limited access to confidential information concerning library users.

Requires working day, evening, and weekend hours. Must have flexibility in schedule – ability to fill-in at times to meet scheduling needs.

### **Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)*

Performs all manual and automated Circulation operations, such as, charging and discharging material, collecting fines, placing and processing reserves, providing accurate loan period information, and maintaining patron records.

Assists patrons in handling of material problems (missing discs, damaged materials) in a calm and courteous manner. Able to make appropriate judgment calls as laid out in policy and procedure manual as needed.

Assists in directing Pages or guiding volunteers as needed.

May assist in maintaining accurate up-to-date circulation statistics.

Provides information on the resources and services available at the library and their location.

Assist users in locating material in Fiction and New Books areas.

Provides basic on-line catalog assistance to users.

Refers users to Reference staff for more in-depth research.

Receives telephone queries. Responds directly or refers calls to other staff members as is appropriate. Adept operation of phone system required.

Helps to maintain accurate reserve systems for library materials.

May be asked to plan and create visually attractive book displays that are timely and of interest to the community, but that may also highlight under-circulated areas of the collection.

Provides limited ready reference assistance from the Circulation desk. Refers most reference questions to Reference staff.

Shelves materials and keeps shelved material in order as required.

Assists in maintaining various files as needed.

Adjusts work pace and priorities to meet service desk demands effectively.

Communicates problems and suggestions for changes in policies and procedures to supervisors.

Contributes to fostering teamwork by: performing other related tasks as needed; being positive and supportive of the efforts of staff in all Library depts.; keeping other staff members informed of relevant activities; keeping informed of relevant activities of other department; filling-in on the schedule for other staff; attending staff meetings, and addressing problems and conflicts with co-workers directly, tactfully and cooperatively.

Plays an important role in conveying a positive image of the library to the public. Is courteous and maintains an enthusiastic and supportive attitude when interacting with the public, both on the telephone and in person.

Explains policies in a clear, positive, pleasant, and tactful manner.

Is equitable, respectful and patient with all users, particularly when dealing with complaints or requests for a policy change or exemption. Refers users to supervisor if situation remains unsatisfactory to staff or user.

### **Recommended Minimum Qualifications:**

#### **Education, Training and Experience:**

High School Diploma required. Associate's Degree preferred. Library experience particularly in an automated circulation and on-line catalog setting desired. Experience working in a busy public-service or customer service environment. Proficiency with computers, Microsoft Office, Google Suite, and integrated library systems software, such as Sierra. Any equivalent combination of education and experience which demonstrates possession of the required knowledge, experience, abilities and skills will be considered.

#### **Knowledge, Ability and Skill:**

Thorough knowledge of library procedures, practices and terminology. Knowledge of library equipment and the operation of computer software applications, particularly word processing, spreadsheet, database, email and internet. Knowledge of literature (fiction and popular non-fiction) desired.

Ability to communicate with people of all ages and abilities in a tactful, courteous, positive and effective manner, in both speaking and writing. Possess good listening skills, the ability to interact with library users effectively and discreetly, and work cooperatively with other staff members.

Efficiently and effectively navigate the library's automated circulation system and room reservation software to assist patrons and staff.

Ability to explain policies to users in a pleasant and confident manner, to implement policies with consistency, to recognize problems in implementing policies, and to formulate recommendations to change policies.

Willingness to learn new skills. Ability to recognize situations or decisions that should be passed on to supervisors or other staff members.

Ability to work quickly, efficiently and accurately in a fast-paced work environment. Ability to adjust to pace of work and service priorities based on service desk situations. Ability to carry out physical tasks efficiently and effectively.

Ability to organize materials, records and workload and to perform all opening and closing procedures of the library as laid out in the respective procedures.

Physical Requirements:

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Tasks require the ability to exert moderate to strenuous physical effort; standing, lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (40 pounds). Tasks involve extended periods of time at a keyboard or workstation. Certain tasks require the ability to view computer screens and print materials for extended periods of time. Certain tasks require verbal communication. Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

*(This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.)*