

## Library Assistant/Circulation

**Classification:** Part-time (Unit 62)

**Reports to:** Circulation Manager

Staff in this position perform a variety of duties, usually of a routine, clerical nature, under the direct supervision of a manager. Work is learned through on-the-job training, including continuing education courses.

### **Primary Job Duties:**

- Assist patrons with library directions, making photocopies, understanding library policies, regulations and services, etc.
- Check out, check in, and renew materials
- Provide information to patrons about the activity on their borrowing records
- Register patrons and issue library cards
- Explain and collect fees for overdue, lost and damaged items
- Return books and other materials to shelves
- Assist in daily clerical procedures
- Carry out opening and closing procedures; including preparing terminals and cash drawers at circulation desk
- Perform other duties as assigned

### **Qualifications:**

- High school diploma or GED
- Experience working with the public
- Demonstrates
  - strong desire to meet and serve the public
  - knowledge of RDL materials and resources
  - ability to run circulation desk without direct supervision
  - ability to adapt to changing procedures and situations
  - ability to understand and carry out oral and written instructions
  - ability to operate library equipment
  - good typing skills
  - sound knowledge of English language, spelling, and arithmetic
  - great customer service skills
  - proper telephone use and etiquette
  - ability to handle money transactions
  - ability to provide positive, pleasant, professional service
  - ability to multi-task in a busy environment
  - ability to organize work flow

### **Mental Requirements:**

- Is accurate
- Is able to maintain confidentiality of library records
- Is flexible, works under short time constraints
- Is able to interact and work effectively, harmoniously, and courteously with customers, supervisors, co-workers and volunteers
- Is able to interpret and follow policies and guidelines

## Library Assistant/Circulation

### **Physical Requirements:**

- Seeing; keyboarding; using the telephone; lifting, pushing, pulling or carrying objects weighing up to 50 pounds; walking; bending; stooping; crouching; reaching; carrying books or boxes of books; pushing book carts; picking up litter; spreading icemelt
- Standing or sitting for periods of time
- Writing or typing to complete work forms

### **Date approved:**