

CIRCULATION ASSISTANT

Position Purpose:

The purpose of this position is to perform responsible work in providing circulation desk coverage and assistance; ensures that library patrons receive positive, efficient and pleasant service; all other related work as required. The Circulation Assistant is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control.

Supervision:

Supervision Scope: Performs general duties requiring a general knowledge of network and local departmental operations and the exercise of basic judgment and initiative to perform duties and complete assigned tasks. Provides guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Supervision Received: Works under the general supervision of the Circulation Librarian, referring only unusual questions and problems to supervisor.

Supervision Given: Supervises part-time employees. Acts as department supervisor in the absence of a more senior employee.

Job Environment:

Work is performed under typical office and library environment with high public traffic volume; the noise level is quiet to moderate at times. Essential functions are regularly performed without exposure to adverse environmental conditions; frequent interruptions to assist patrons. Library operating hours may require evening and weekend work.

Operates computer, printers, facsimile machine, copier, calculator, typewriter, and other standard office and library equipment.

Makes constant contact with the general public and other regional network library staff, requiring a high level of courtesy and patience. Contacts are in person and by telephone and involve an information exchange dialogue.

Has access to confidential patron borrowing records; most information is subject to public disclosure and must be appropriately presented for the audience and communicated factually.

Errors could result in reduced levels of service, poor public relations, and minor monetary loss.

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.)

Regularly in charge of public service at the Circulation Desk.

Performs circulation responsibilities according to approved procedures e.g. registering patrons for library cards, checking in and out library materials, processing reserves and other requests, processing interlibrary loans, routing items in from and out to network libraries, calculating and collecting fines for overdue/lost/damaged materials, and processing overdue notices.

Assists circulation chief in coordination and communication of library procedures within the Minuteman Library Network. Attends network meetings as required.

Communicates library policies. Maintains an accurate patron database with associated information and status records. Completes library patron registration in Minuteman Library Network database. Maintains paper records as necessary.

Maintains various periodical Reference sources for Information Services Department. Files updated subscriptions supplements.

Assists in periodical receipt, control, storage, and discard using manual and automated systems. Assists in database management, organizing and updating subscriptions including business and legal services. Updates public listing of library periodicals. Keeps newspapers organized and current in wing.

Assists in local and network patron requests received through automated network, telephone and in person.

Regular attendance and punctuality at the workplace is required.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

Associates degree preferred; one year of experience in library operations; familiarity with computers and with library automated systems preferred; or any equivalent combination of education, training and experience, which provides the requisite knowledge, skills, and abilities for this job.

Knowledge, Ability and Skill:

Knowledge: General working knowledge of library principles and procedures. General knowledge of circulation policies and procedures highly desirable. Familiarity with automated library systems and related applications. Knowledge of standard office procedures, practices, forms, and equipment.

Ability: Ability to communicate effectively with all patrons including children and young adults. Ability to deal with the all members of the public in a courteous and tactful manner. Ability to establish and maintain good working relationships with co-workers and other libraries. Interest in reading. Ability to fairly and tactfully enforce library policies.

Skill: Excellent public relations skills. Skills in operating above mentioned equipment.

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. Some tasks can be physically challenging requiring moving books and other library materials. Regularly required to walk, stand; handles, feels or operates objects, tools, or controls, and picks-up paper, books, and other common objects; stoops, kneels, crouches, replaces books on shelves, and reaches to high-level shelves. Operates a keyboard at an efficient speed. Lifts and/or moves objects weighing up to 30 pounds such as books, equipment, supplies, etc. Vision and hearing at or correctable to normal ranges. Communicates verbally and in writing.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)