**JOB DESCRIPTION**

**PART-TIME CIRCULATION ASSISTANT**

**Department:** Library **Grade:** 3

**Reports To:** Library Director **FSLA Status:** Non-Exempt

**Union:** Non-Union **Updated:** June 2022

**Location:** Avon Public Library **Work Week:** NTE 19 hours

# **Summary of Duties**

Performs various tasks relating to the lending and returning of library materials to the public; processes materials for transfer to other libraries; prepares notices for Library operations.; assists patrons with public computers and library related technology.

# **Supervision**

Works under the generalsupervision of the Library Director following established Library rules, regulations, and policies; requires the ability to plan and perform tasks and to independently complete assigned tasks according to a prescribed time schedule.

Performs varied functions requiring knowledge of Library operations and the exercise of judgment in situations defined by precedent or established procedures; refers the more difficult customer service requests or operational issues to supervisor.

*Supervision Scope:*  Performs moderately responsible work which involves the exercise of independent judgment.

*Supervision Received:* Works under the direction of the Library Director.

*Supervision Given:* Does not provide supervision.

# **Job Environment**

Performs work under typical library conditions with normal interruptions; work schedule requires evening and weekend work as required; work environment is moderately quiet.

Operates standard office equipment, including a computer and keyboard.

Has frequent contact with patrons, employees, and vendors.

Errors could result in time loss, confusion and delay of services, poor public relations, reduced services to citizens and failure to meet program objectives.

# **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.*

The Circulation Assistant performs activities at the circulation desk which include but are not limited to: checking library materials in and out, reserving and renewing library materials, collecting ~~overdue~~ fines, assisting patrons in searching and locating materials, issuing new library cards to borrowers, and assisting patrons with public computers and library related technology. Other duties may include processing materials removed from the holds shelf, locating, and collecting materials to be transferred to other Old Colony Library Network libraries, computerized processing of network transfer materials going to or returning from other Old Colony Library Network libraries, accepting patron requests for purchase and interlibrary loan, notifying patrons when reserved materials become available, answering the telephone, and sorting mail.

Performs circulation desk duties including the following:

* Book drop check-in procedures
* Receives in-transit items
* Patron check-out for all library materials
* Assists patrons with reference and readers advisory
* Assists patrons with public computers, printers, copier, and fax machines
* Calls patrons informing them of holds and overdue items
* Book Processing including, but not limited to covering
* Registers new patrons
* Places and removes patron holds
* Handles fines and fees
* Answers and directs phone calls
* Attends to designated revising sections
* Creates engaging displays of library materials

Plays a major role in conveying a positive image of the library to the public, being attentive, courteous, and responsive to user needs.

Performs similar or related work as required, directed, or assigned solely by the Library Director or as situation dictates.

**Recommended Minimum Qualifications**

**Education:**

High school graduate, associate degree or higher preferred.

**Experience:**

At least one (1) year of experience working in a Library, customer service, or clerical setting; experience in dealing with the public strongly preferred.

# **Substitutions:**

None

# **Licenses/Certificates:**

None

**Knowledge, Abilities and Skills**

General knowledge and appreciation of books and literature.

General knowledge of the role and function of a public library.

User knowledge of personal computers and Windows-based software programs; skill and ability to operate a personal computer and a variety of office equipment. Must have working knowledge of PCs and peripherals.

Experience with SirsiDynix System a plus.

Ability to multi-task, organize, work independently, accomplish tasks and meet deadlines despite frequent interruptions in a fast-paced environment while maintaining attention to detail.

Ability to interact tactfully and effectively with fellow employees, supervisors, and the general public.

Good communication skills, ability to communicate effectively both verbally and in writing.

Excellent customer service and interpersonal skills.

# **Physical Requirements**

# Minimal physical effort generally required. Walking, standing for long periods, sitting, lifting 5 to 10 pounds overhead, to kneel, bend, stoop, crouch, and twist, pushing or pulling book carts filled with materials (at 50 pounds), stair climbing and descending. Ability to operate a keyboard at efficient speed and sit at a computer for long periods of time. Specific vision requirements include close vision and the ability to adjust focus. Ability to talk, hear, walk, stand, and sit.

*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.*