



McKINLEY MEMORIAL LIBRARY

TITLE: Circulation Assistant
GRADE: 2
CLASSIFICATION: Non-exempt
REPORTS TO: Circulation/Technical Services Manager

JOB SUMMARY

Provides courteous and reliable customer service to patrons. Performs all duties related to circulation of library materials and financial transactions. Recommends improvements in area of responsibilities; keeps manager informed of projects, duties, and progress; communicates fully and effectively with manager and co-workers. Position is full or part-time and is determined by the needs of the library.

QUALIFICATIONS

Education and Experience

Requires a high school diploma or equivalent, a minimum of one year experience working with the public, and familiarity with technology. 2-3 years' experience in a public library is preferred.

Knowledge, Skills, and Abilities:

- Ability to provide consistently high-quality customer service in a helpful, tactful, and courteous manner in accordance with the library's mission, core values, and strategic plan
- Excellent communication skills, friendly demeanor, and enthusiasm for working with the general public
- Ability to follow directions and to multi-task in a fast paced environment
- Desire and ability to work as a contributing member of a team environment
- Must possess good judgment and problem-solving skills, attention to detail, and ability to adapt to a changing environment
- Ability to follow numerical and alphabetical sequences
- Ability to process and rectify monetary transactions
- Ability to maintain confidentiality and use appropriate judgement in handling information and records.
- Ability to learn and operate computer and web applications, online databases, departmental technology, and the library's automation and email systems

SCHEDULING

Must be able to work a flexible schedule, including evenings and weekends.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs circulation and borrowing services for patrons - check-ins, check-outs, holds, renewals, creating and maintaining patron records - using the library's automated system.
- Unloads book drops; checks-in and sorts returned materials.
- Processes items to fill holds from request lists.

- Understands, explains, and upholds library policies and procedures.
- Processes and inspects audio-visual materials and equipment for circulation.
- Informs patrons of fines, fees, missing, lost, and damaged items.
- Processes financial transactions, Friends of the Library sales, and donations, and counts and reconciles cash drawers.
- Answers general direction and informational questions from patrons in person and over the phone.
- Prepares, packs, and unpacks daily delivery accurately and efficiently.
- Participates in the operation of the circulation desk.
- Responsible for shelving items, shelf-reading, shifting, and cleaning materials.
- Responds swiftly and professionally to resolve patron conflict equitably and tactfully addresses those involved in inappropriate behavior.
- Resolves problems with patrons including fines, fees, claims returned, and overdue inquiries. May refer difficult patron issues to the Circulation/Technical Services Manager.
- Performs searches, places holds, and explains library loan policies and procedures for patrons.
- May perform searches and place holds for patrons; refers reference questions to Adult or Youth Services.
- May perform clerical duties for other departments such as searching patron and circulation records.
- Promotes library materials, programs and services to the public, and may assist with library programs when requested.
- Creates and maintains promotional displays.
- Maintains neat and orderly work areas.
- Searches for missing items using department reports.
- Tracks shabby, mismatched, or incomplete materials; corrects problems or refers to appropriate department for discard or replacement of items.
- Recognizes unsafe or hazardous conditions and responds appropriately.
- Works with manager to set annual performance goals and objectives that support the library's mission, core values, and strategic plan.
- Participates in library teams, meetings, in-service training, workshops and conferences.
- Assists in the training and development of new circulation staff, as assigned.
- Maintains knowledge of library profession by attending training and workshops, reviewing professional publications, and establishing professional networks.
- Maintains departmental paper and digital records and files.
- Performs opening and closing duties.
- Accurate and prompt completion of timesheet.
- Compiles statistics and prepares reports as assigned.
- Assumes additional responsibilities and performs special projects as needed or directed.

PHYSICAL REQUIREMENTS

- Ability to regularly lift up to 50 pounds and climb stairs
- Ability to repeatedly reach, bend, stoop, and lift as required to access collections and materials throughout the scheduled work shift
- Ability to repeatedly transfer collections and materials
- Ability to stand for long periods of time

- Ability to operate standard business office equipment
- Travel may be required to attend community events and off-site meetings, trainings, and workshops

GENERAL REQUIREMENTS FOR ALL LIBRARY EMPLOYEES

All McKinley Memorial Library Employees are expected to have and maintain good interpersonal and communication skills; maintain a tolerance and sensitivity to the needs of patrons and staff; maintain a positive and pleasant attitude, and be cooperative with coworkers. All employees shall adhere to the library's policies and procedures and support the library's mission within the library and in the community. Employees shall have regular attendance, be flexible with regards to scheduling which includes daytime, evening, and weekend hours; and be in adequate physical condition to fulfill the requirements of the job.

This job description explains the nature and level of assignments given to job incumbents. This is not an exhaustive list; therefore, other related duties may be assigned.