

Circulation Assistant

Part-time position/10-19 hours per week

DESCRIPTION: Approximately 10-19 hours per week, including some evenings and rotating Sundays.

QUALIFICATIONS: High School Diploma required; Bachelor's degree preferred. Previous library experience using automated integrated library network, personal computers, electronic databases, and the internet preferred. This position calls for a high degree of initiative and independence. A genuine desire and ability to interact pleasantly, professionally, and effectively with the public and coworkers in a tactful manner is essential.

DETAILED DESCRIPTION:

Knowledge and Skills

- Strong public service commitment.
- Excellent computer skills, with expertise in the use of Windows operating system and knowledge of Web-based technologies.
- Familiarity with integrated library systems, preferably Symphony.
- High degree of flexibility.
- Effective time management skills.
- Excellent oral and written communication skills.
- Good interpersonal skills, friendly manner, and strong service orientation.
- Good organizational skills, attention to detail, procedures and follow-up capabilities.
- Thorough knowledge of library policies and procedures, including automated circulation systems and information technology.

Ability to:

- Work successfully as a team member and independently.
- Understand the Dewey Decimal System.
- Handle a great many details, some simultaneously, with accuracy.
- Work in a busy customer service environment, multi-task, and frequently change focus.
- Accept and follow instructions.
- Communicate effectively with others, both orally and in writing.
- Maintain a friendly, pleasant personality and phone etiquette.
- Demonstrate a sincere love of working with people of all ages.
- Research information for a wide variety of library users.
- Work pleasantly with other staff members in a supportive team atmosphere.

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.

- Perform work at the circulation desks including: check materials in and out; renew materials; issue library cards; place, file, and manage patron holds; telephone patrons when reserved materials are received; collect fees for printing, faxing, photocopying, etc.; answer the telephone; reserve and circulate museum passes through the online system and ILS; and empty book drops.
- Answer patron account, library logistics, and directional questions, and direct more complex inquiries to appropriate staff members.
- Operate technology at and around the circulation desk including computers, printers and copiers; instruct patrons in using the public photocopier and computers if needed.
- Provide librarians with assistance in programs for children, teens, and adults.
- Perform searches for materials in the library catalog, both in the staff ILS and patron OPAC.
- Explain library policies and handle confidential information.
- Forward calls to appropriate departments/staff members as needed.
- Assist patrons in locating materials as needed.
- Assist librarians with their responsibilities as assigned and requested.
- As required, attend staff meetings and workshops.
- Other duties as assigned.

Physical and Mental 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.

Employee is frequently required to walk, stand, sit, talk, and hear; use hands to finger, handle, feel, or operate objects, tools, or controls, and stoop, kneel, crouch, or crawl and reach with hands and arms in physically picking up files, papers, and other common office objects. Employee must occasionally lift and/or move objects weighing up to 30 pounds such as files, books, supplies, etc. Ability to read small print and view/operate computer screens, office machines, computers, mobile devices and digital cameras.