
POSITION DESCRIPTION
GRANVILLE PUBLIC LIBRARY

An Equal Opportunity Employer

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Job Title: LIBRARY ASSISTANT - CIRCULATION

Departments: Circulation

Immediate Supervisors: Circulation Manager

Positions Supervised: None

JOB RESPONSIBILITIES:

Under general supervision, the Library Assistant provides customer service to library patrons by checking in and checking out materials, registering new patrons, assisting with the maintenance of patron accounts, answering basic reference and directional questions, and forwarding other requests to the appropriate department(s). This position is also responsible for shelving library materials and for contributing to a user-friendly and orderly environment in the building.

QUALIFICATIONS:

- High school diploma or GED, and
- One (1) year of paid work experience performing general clerical duties in an environment characterized by frequent interruptions while serving the general public, or
- An equivalent combination of education and experience.
- Two (2) years' college coursework or work experience in a library is highly desirable.

PHYSICAL DEMANDS:

Frequent standing, walking, climbing stairs, and lifting or pushing moderate to heavy items (6-20+ pounds).

An individual who poses a direct threat to the health and safety of himself/herself or others in the workplace will be deemed not qualified for this position.

Pay Grade: Non-Exempt [X] Exempt [] Admin. [] Prof. [] Exec. []

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KNOWLEDGE OF:	SKILLS AND ABILITIES TO:
<ul style="list-style-type: none"> • Basic library policies and procedures* • Dewey Decimal Classification system* • Library automation systems* • Common office equipment including personal computers, photocopying machines, multi-line telephone system • Computer software such as word processing programs • Email programs 	<ul style="list-style-type: none"> • Develop and maintain effective working relationships with supervisor, staff, and the public • Interact and respond appropriately to patrons of all ages • Arrange items in alphanumeric or subject order • Retrieve and manipulate data via computer • Operate personal computer and word processing software • Perform accurate data entry • Keyboard/terminal - extended time at • Deal with difficult situations effectively • Work flexible hours including weekends and evenings • Work independently • Work in an open environment with frequent interruptions • Work on multiple tasks simultaneously • Communicate effectively in written and oral form

* May be acquired within a reasonable time after hire

% of Time	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this position. Incumbents may perform any or all of the listed tasks. The percentage of time allocated to each group of duties is approximate.)
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60 - 80%

PUBLIC SERVICE

- * Answers telephones and greets visiting patrons
- * Circulates and renews library materials on automated system
- * Accepts fines and payments for lost items
- * Locates library materials for patrons using online catalog and places requests when appropriate
- * Answers basic ready-reference questions, referring patrons to other departments for professional assistance
- * Creates new patron accounts and issues new or replacement library cards; updates patron information in computer system
- * Provides directional assistance
- * Assists patrons in using library copier, public PCs, and other equipment
- * Handles patron complaints and forwards to supervisor as needed
- * Monitors patrons to ensure appropriate behavior and a safe environment
- * Notifies patrons when library materials are available
- * Processes requests for meeting rooms

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- * Communicates library policy to patrons

15 – 35%

MATERIAL HANDLING AND PROCESSING

- * Shelves library materials; maintains orderly shelving
- * Inspects returning items for overall condition and missing and/or damaged parts
- * Packs and unpacks library materials coming from and going to other libraries

5%

MISCELLANEOUS

- * Maintains and increases knowledge and skills through attendance at meetings, conferences, training seminars and in-service training sessions
- * Attends meetings and serves on temporary committees, as requested
- * Keeps accurate records of money received and files documents
- * Monitors office supply inventory and informs the Director to reorder needed supplies
- * Restocks supply of paper, pencils, etc. at circulation desks and public computers
- * Performs library opening and closing routines according to procedure
- * Reports building maintenance problems to janitor or supervisor
- * Reports equipment problems to supervisor
- * Performs additional duties and assignments as required

Employee Signature

Date