

Position Title:	CIRCULATION ASSISTANT
FLSA Status:	Non-Exempt
Reports to:	Circulation Manager or Circulation Team Leader
Department:	Circulation
Salary Range:	2
Last Revision:	3/17

PURPOSE OF WORK:

Under direct supervision, the Circulation Assistant provides prompt, courteous, knowledgeable service to colleagues and patrons of all ages, assisting them with a variety of tasks relating to their use of library materials. Works with the circulation team to accurately and efficiently process library materials.

ESSENTIAL POSITION FUNCTIONS

1. Provides outstanding customer service: creates strong and supportive relationships throughout the building and community; is welcoming, approachable, and adaptable
2. Assists patrons with questions about library materials and services including the OPAC and self-check terminals
3. Assists patrons with library card accounts and resolves account disputes in a friendly and efficient way; accurately maintains patron records
4. Handles monies related to fines and fees and accurately uses the cash register
5. Locates, retrieves, sorts, and processes all library materials accurately and efficiently
6. Inspects returned items for condition and status, computes any applicable fines, and cleans materials as needed
7. Processes various reports; develops and assists with various projects, as needed
8. Cares for the entire collection by shelf-reading, shifting, and straightening; inspects materials for damage and collaborates with appropriate colleagues on collection care
9. Creates and maintains attractive and timely displays, as needed; merchandises library materials
10. Markets and promotes library materials and resources to patrons
11. Pulls, processes, and packs materials for consortia resource-sharing, as needed
12. Prepares location for opening and closing by straightening furniture and shelves, restocking displays, picking up debris, etc. as needed
13. Performs minor repairs to materials including taping, gluing or affixing labels, etc.,
14. Demonstrates a positive and proactive attitude, is dependable, and supports library goals, values, and objectives
15. Responds to patron questions and situations in accordance with library policy and in a manner to enhance the reputation of the library as a public service organization
16. Performs additional duties as assigned, including serving on task forces and committees

MINIMUM QUALIFICATIONS:

1. High school diploma or GED
2. Ability to maintain confidentiality and use appropriate judgment in handling information and records
3. Excellent communication and interpersonal skills
4. Ability to work accurately with attention to detail
5. Ability to arrange items in alphanumeric and/or subject order
6. Ability to retain and follow circulation department policies and procedures
7. Proficient in the use of common computer software programs and able to efficiently and effectively use the Integrated Library System

PREFERRED QUALIFICATIONS

1. One (1) year of customer service experience

PHYSICAL DEMANDS

Ability to sit and use a computer for extended periods and operate standard office equipment, daily

Ability to lift and move up to fifty (50) pounds, occasionally

Ability to push book trucks with up to 150 pounds of materials on them, daily

Ability to stand for extended periods, daily

Ability to perform repeated reaching, bending, climbing and squatting, daily

Travel by automobile, occasionally

WORKING CONDITIONS

Majority of work performed in general office/library environment

Requires availability for extended hours as needed

Requires evenings and/or weekends

Requires periodic participation and attendance at events and trainings

This position description is not intended to be a complete list of all responsibilities, skills, or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Bexley Public Library. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of this position.

Signature: _____

Date: _____