



CIRCULATION ASSISTANT

A part time, non-exempt position, responsible for welcoming patrons in person and via the phone, assisting the public at the circulation desk, shelving library materials, and performing clerical duties. Reports to the Circulation and Technical Services Director. Evening and weekend work is required.

Primary Responsibilities

- Assists patrons in the circulation of library materials
- Answers the telephone and routes calls to appropriate department
- Registers patrons for library cards
- Answers patrons' directional questions; refers reference questions to the appropriate department
- Assists patrons with general questions on public computers and online catalog
- Shelves and shelf reads library materials and shifts materials as directed
- Performs collection maintenance using weekly, monthly, and other reports as required
- Monitors patron use of main level areas
- Responsible for opening and closing procedures
- Attends relevant meetings, classes, and training
- Performs other duties as assigned

Performance Expectations

- A friendly and approachable manner, with the ability to calmly exercise tact and diplomacy in difficult situations
- Ability to sort both numerically and alphabetically, understands the importance of accuracy
- Maintains attention to detail while performing repetitive tasks
- Resolves problems independently and collectively
- Willingness to learn new skills and procedures; easily adaptable to change
- Excellent written and verbal communication skills including email, phone, and other required platforms with all ages, in English
- A team player who contributes to a positive work environment
- Ability to successfully operate common computer applications including ILS platform
- Ability to bend, stoop, lift and carry; ability to stand for extended periods of time

Qualifications

- High school diploma required
- Minimum one year of work experience in a customer focused environment; library experience preferred