



Lincoln Township Public Library

Job Description

Job Title: Circulation Assistant

Reports to: Head of Library Services

Pay Range: \$10.50 - \$13.00 per hour

Status: Non-exempt; Full-time.

This position is part of the bargaining unit.

Job Summary

Being on the “front line” of library services, Circulation Assistants set the tone of the library for patrons and fellow team members through their interactions. This person shows a friendly demeanor, desires to be helpful, and demonstrates empathy to patrons and colleagues. Under administrative direction, the Circulation Assistants performs routine clerical work in the library involving basic support and services to patrons and colleagues. Work involves responsibility for routine circulation, shelf maintenance and clerical functions using an automated circulation system. This position is also invested with making beginning level library clerical decisions.

Duties & Responsibilities

1. Greet and acknowledge patrons of the library; provide basic assistance in locating materials and utilizing library services.
2. Duties include staffing the public service desk as operations require, checking materials in and out, shelving library materials, data inputting, and answering telephones.
3. Answer questions regarding library collections, services, and policies.
4. Handle money through basic financial transactions for collecting fines and fees for materials, print/copy/fax services, and Library Friends book purchases.
5. Inspect materials upon return for damage; perform simple mending of library material.
6. Responsible for making library materials shelf ready. Produces and applies call number labels; collection labels, genre labels, and other specialty labels to all library materials; applies dust jackets, lamination, and book tape to all printed material.
7. Perform simple clerical tasks, including data entry and retrieval for patron or collection records.
8. Assist patrons with mechanical operations of library equipment.
9. May provide basic reference and reader's advisory services. Suggest referrals for other information sources when necessary.
10. Promote literacy, the Library, and its services through interactions with patrons.

11. Uphold policies and procedures, recommending changes and requesting training when necessary.
12. Orient library patrons to the library and its services.
13. Maintain a clean and tidy work area.
14. Perform other related work as required or assigned by supervisor.

Education, Experience and Training

Applicant possesses a high school diploma, an associate's degree, or the equivalent and some experience in using libraries.

Customer service experience or other successful work with members of the public.

Job Requirements

1. Customer satisfaction-oriented.
2. Strong organizational, time-management, and interpersonal skills.
3. Effective verbal and written communication skills. Must be able to read, write, and understand the English language.
4. Attention to detail, accuracy, and mathematical skills; ability to perform repetitive tasks quickly and accurately.
5. Computer skills and visual acuity necessary to access and read information on the computer. Must be comfortable using email, perform internet and online database searches, and utilize basic office software including word processing and spreadsheets.
6. Physical ability to push/pull fully loaded book carts weighing up to 70 pounds, retrieve or place materials above shoulder or below knee level, and lift/carry materials or furniture that typically weighing 25-35 pounds.
7. Ability to work under limited supervision, exercising latitude in judgment to determine work methods and results.
8. Ability to operate a variety of library equipment including a computer, multi-line phone system, cash register, printer, scanner, fax and copy machine and other equipment as added or required. Requires hearing ability to answer telephone and patron inquiries.
9. Ability to enforce library policies and make sound judgment decisions when necessary.

Working Conditions

1. Generally will work within a normal office environment, with minimal discomfort due to extreme temperatures, dust or noise.
2. Interactions with the public may include situations with upset members of the public and/or private representatives when interpreting and enforcing library policies and procedures.
3. Occasional travel required to attend meetings, workshops, or conferences as needed.
4. Work hours may be varied, and may include evenings and weekends.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. It is not to be construed as an exhaustive list of all job duties. Other duties may be assigned.

Reasonable accommodations may be made for qualified candidates with a substantial impairment who are capable of performing the essential functions of the position.