Circulation Assistant
Library

JOB SUMMARY

The Circulation Assistant is responsible for checking books in and out at the Howe Library circulation desk using the library’s automated system, shelving books, and performing clerical tasks such as assisting patrons with the copy machine and collecting fees. This position requires a commitment to providing excellent customer service to library patrons. Some weekend and evening work required.

MAJOR DUTIES

• Provides services to patrons at the circulation desk by checking materials in and out, collecting fines, issuing new library cards, and responding to telephone inquiries.

• Sorts and shelves books and materials.

• Checks in books from the book-drop.

• Assists patrons with placing items on reserve; contacts patrons regarding requested materials.

• Submits worn or torn materials for repair; prepares related paperwork.

• Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

• Knowledge of Dewey Decimal classification system.

• Knowledge of the library’s collections.

• Knowledge of library policies and procedures.

• Skill in operating computers, job-related software, printers and copiers.

• Skill in customer-service.

• Skill in oral and written communication.
**SUPERVISORY CONTROLS**

The Head of Circulation assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

**GUIDELINES**

Guidelines include library and town policies and procedures as well as supervisory instructions. These guidelines are generally clear and specific but may require some interpretation in application.

**COMPLEXITY/SCOPE OF WORK**

- The work consists of related duties in providing circulation desk services.
- The purpose of this position is to provide services to library patrons. Successful performance in this position contributes to the effective and efficient operation of the library.

**CONTACTS**

- Contacts are typically with coworkers, other town employees, patrons, and the general public.
- Contacts are typically to give or exchange information and/or provide customer service.

**PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed indoors while intermittently sitting, standing, stooping, bending, crouching or walking. The employee frequently lifts light objects and uses equipment requiring dexterity.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None. May provide guidance and instruction to circulation desk volunteers and/or student workers, as assigned.

**MINIMUM QUALIFICATIONS**

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand and successfully perform the major duties of the position, typically associated with prior library work experience.