



Guernsey County District Public Library

Circulation Assistant Full Time Job Description

Department: Crossroads, Floating
Reports to: Assistant Director

Pay Grade: \$10.00 hourly
Effective Date: 7/11/22-7/16/22

Summary

Performs various duties as assigned in the operation of the library including assisting with circulation duties, processing library materials and assisting where needed including, but not limited to, system wide programming initiatives. Makes decisions on how best to assist library users by providing excellent customer service.

Nature of Work

This position performs semi-skilled duties requiring adherence to standards of accuracy, timelines, tact and confidentiality. Position requires ability to move and shelve heavy books. Availability to work a varying and flexible schedule including evenings and weekends is required. Worker must have a valid driver's license and be able to successfully pass a background check.

Personal Contacts

Continual and demanding contact with the public. Coordinates duties with other employees and supervisors to complete tasks.

Essential Functions (Including, but not limited to)

- Strives to meet the objectives of the library as established by the Board of Trustees.
- Provides excellent customer service by greeting and assisting customers at the Circulation Desk.
- Serves all library users at the circulation desk, and responds to customer concerns regarding issues specific to circulation or technical services, and refers them to someone who is able to assist them in the event that they themselves are unable to.
- Answers directional questions in person and over the telephone.
- Maintains knowledge of current electronic devices including eReaders, tablets, and iPads, and is able to assist customers with the use of computers, printers, and other electronic devices.
- Maintains confidentiality of library user records and patron information requests.
- Maintains familiarity with new and popular titles and authors, and be able to recommend and/or request these titles for customers seeking assistance with Readers Advisory related questions.
- Checks in/out library material and shelves materials in the proper order and place.

- Process daily book deliveries in a timely manner.
- Operates basic office equipment such as computers, phones, copiers, fax machines.
- Keeps work area neat.
- Attends continuing education classes/staff meetings.
- Provides clerical support to other departments.
- May assist with programs.
- Performs other duties as required/assigned.

Job Requirements

Knowledge: This position requires a basic knowledge of library practices, policies and procedures. Basic knowledge of computers and other electronic devices and their applications, and library automation functions.

Skills: This position requires skills in word processing, filing and using the library equipment including the online catalog and automation system. Needs to be able to operate a computer and other electronic devices. Be able to organize materials in alphabetical and numerical order. Handle small sums of money and make change. Telephone etiquette and interpersonal skills are expected in order to communicate effectively with library coworkers and customers.

Abilities: Position requires ability to learn a variety of procedures; perform general physical labor; establish a good rapport with library users; pay attention to accuracy; work with interruptions; maintain confidentiality; maintain effective working relationships and calm demeanor with fellow employees, supervisors and the public; communicate effectively; and to be flexible when dealing with possible day to day changes in routine and/or job duties. Ability to successfully pass a background check.

Education and Experience

- High School Diploma or GED equivalent.
- Strong interest in reading is preferred.
- Previous experience working in a library preferred.

Performance Standards

- Performs assigned duties.
- Meets the objectives of the library as established by the Board of Trustees
- Provides exemplary customer service to all library customers.
- Deals tactfully and courteously with library coworkers and supervisors.
- Competently circulates library materials.
- Collects and records fines and fees.
- Competently processes books
- Competently serves library users at the Circulation desk.
- Offer Readers Advisory services to customers including placing holds and/or Ill's on desired library materials.
- Properly shelves all library materials.
- Keeps work area neat and tidy.
- Maintains confidentiality of sensitive information.

- Exercises discretion when holding conversations in public areas of the building.
- Observes work hours, knowing flexible scheduling is required.
- Demonstrates punctuality.
- Establishes and maintains effective working relationships with fellow employees, supervisors and the public.

Core Behavioral Attributes

We expect that all employees work together to promote and support the library in providing free and equal access to ideas, information, resources, programs and services. To foster and encourage a love of knowledge, reading and education. And to endeavor to meet the needs of all customers both internal and external.

Physical Demands and Working Conditions

Employee will regularly perform general physical labor including lifting books, stocking shelves, and unpacking bags, boxes and totes. The employee frequently stands for extended periods of time. Employee frequently bends to floor level and reaches above head to retrieve and shelve items. Employee occasionally lifts up to 30 lbs. Employee frequently pushes a wheeled cart that can exceed 50 lbs. While performing duties of this job, the employee regularly exhibits digital dexterity when working on the computer, and converses verbally with others in person and by telephone.

The following physical demands are typically exhibited by position incumbents performing this job. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicants identify tasks where reasonable accommodations may need to be made when an otherwise qualified candidate is unable to perform the job's essential duties because of an ADA disability.

Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform duties by the employee's supervisor or designee. Job descriptions may be reviewed and changed at any time, with or without notice, in accordance with the needs of the Guernsey County District Public Library.