

Job Summary

Under the supervision of a Branch Head or Circulation Head, performs a variety of circulation desk and shelving duties. Assists patrons at the Circulation Desk, providing excellent customer service, referring them to other staff members as needed; assists patrons in looking up materials in the library catalog and instructs them in the use of library equipment. Assists in other areas of the library, providing support when workloads dictate.

Duties and Responsibilities

- Provides excellent, friendly, and user-centered service that welcomes all community members seeking library services. Builds relationships through inclusive communication and showing a sense of fairness and goodwill.
- Assists patrons by issuing and renewing library card accounts and with check-in and check-out of materials utilizing CADL circulation policy and procedures.
- Works with patrons on account issues according to defined procedures. Answers questions both in person and on the phone appropriate to skill level; relays messages to appropriate individuals.
- Assists patrons with routine location questions, referring patrons to other staff members as needed; assists patrons to look up materials in the library catalog and instructs patrons in the use of library equipment.
- Collects money from patrons, operates credit card machines, and enters transactions into BS&A using established policy and procedures
- Processes incoming and outgoing MeLCat items.
- Runs paging slips and pulls items to fill holds.
- Performs holds management – including MeLCat and hold shelf maintenance; adds and removes items from hold shelf
- Adds to or updates patron and item records as needed.
- Sets aside new and damaged material for public service staff to review.
- Receives, inputs, sorts, processes, and/or counts library materials, incoming mail, patron registrations, and other applications and/or forms. Unpacks delivery boxes.
- Assists in the maintenance of library materials.
- Prepares items for branch redistribution. Processes withdrawn items.

- Handles problem items according to established procedure.
- Operates standard library equipment such as phone, audio-visual equipment, copiers, and computers.
- Shelves library materials, performs regular shelf reading, and shifts materials as needed.
- Performs various procedures before closing the library, turning off lights, checking exit doors, straightening chairs, picking up materials from tables, etc.
- May accept donations and issue tax receipts.
- Performs various housekeeping tasks such as dusting shelves, straightening library appearance, watering plants, shoveling snow, salting walkways, and picking up trash.
- Other duties as assigned.

The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

Minimum Qualifications

- Possession of a high school diploma or equivalent.
- This is an entry-level classification; no specific prior experience is required.
- Physically able to perform the essential functions of the job with or without reasonable accommodation.
- Second language speakers desired.
- Knowledge of office terminology, procedures, and equipment, and of business arithmetic and English.
- Ability to operate standard office equipment including personal computers and copiers.
- Ability to understand and follow oral and written instructions.
- Ability to make decisions in accordance with established policies and procedures.
- Ability to maintain an effective working relationship with co-workers.
- Ability to conduct oneself with tact and courtesy.