

WAUPACA AREA PUBLIC LIBRARY- CITY OF WAUPACA

JOB DESCRIPTION

Position Title:	Circulation Assistant
Department/Location:	Public Library
Reports To:	May report to Assistant Library Director or Library Director
Employees Supervised:	None. May train or instruct new employees
Interrelationships:	This employee has frequent contact with library patrons and staff.

Position Summary:

The Circulation Assistant is responsible for the orderly operation of the circulation desk, operating the automated circulation system and general clerical functions in the library. This position is part time hourly with a flexible schedule that includes nights and weekends with hours totaling less than 30 per week.

Position Duties:

The functions listed below are all indicative of the types of responsibilities that a Circulation Assistant must be able to perform. However, an individual employee may be assigned tasks within those described below, depending on the employee's location and work schedule.

Qualifications:

1. Education: high school diploma or equivalent.
2. Experience: prefer previous library experience, exposure to automated circulation systems or high volume customer service responsibilities. Computer skills and ability to use software and systems is required.

Job Functions:

Teamwork

- Relationships/interactions with teammates.
- Thinks creatively and provides ideas on how to better perform tasks and responsibilities.
- Speaks respectfully and courteously to patrons and teammates.
- Asks supervisor when there is a question or concern about library policy or job tasks.
- Demonstrates a willingness to learn from teammates and takes direction.
- Provides additional assistance and performs additional duties as assigned.

Customer Service

- Is fully present and gives customer their full attention.
- Demonstrates a commitment to offer the best customer service.
- Is tactful, courteous, honest and diplomatic to patrons.
- Demonstrates a positive public image to patrons and teammates.

Page Duties

- Shelves library materials according to library practices.
- Shelf-reads the collection for proper arrangement of materials.
- Alerts supervisor to problem shelving areas.
- Maintains knowledge and skills for completing library services and procedures.
- Maintains display items properly.
- Assists with closing procedures.
- Collects materials from book drops.
- Fills in at Circulation desk as needed.
- Attends meetings, reads blogs, and actively participates.
- Assists in training new paging staff as requested.

Circulation Assistant Duties

- Checks materials in and out.
- Answers phone and directs calls with proper etiquette.
- Registers patrons according to library procedure.
- Describes library services to patrons.
- Maintains and updates patron records.
- Sorts mail.
- Has ability to issue SAM visitor passes.
- Has ability to use and assist others with library catalog.
- Has ability to assist patrons with copier.

- Assists with opening and closing departments.
- Attends meetings, reads blogs, and actively participates.
- Calls patrons concerning holds and problem items.

Personal Attributes Required:

- Must gain basic knowledge of library services and procedures, related software/systems, the Internet, policies and procedures.
- Must gain detailed knowledge of circulation system, security system and related procedures.
- Must be pleasant and helpful, well organized and detail oriented.
- Must be patient and able to respond helpfully in situations where patrons may be impatient or exhibit frustration.
- Must demonstrate the ability to establish and maintain effective relationships by using appropriate interpersonal skills.
- Must understand the need for teamwork, timeliness, accuracy and service.
- Must be able to maintain self-control without exhibiting negative behaviors.
- Must be able to interact with patrons and officials to accomplish tasks without arousing hostility.
- Must be able to assume responsibility and work with a high level of independence.

Essential Physical/ Mental Requirements:

1. Must be able to stand, kneel and walk for prolonged periods, with or without back support.
2. Must be able to perform medium work, frequently lifting 30 pounds and infrequently lifting or pushing more than 50 pounds without assistance.
3. Must be able to communicate effectively with library patrons and employees both in person and over the telephone to provide information and assistance.
4. Must be able to move throughout the facility.
5. Must be able to reach in all directions and bend/stoop to use library/office equipment and shelve materials.
6. Must have dexterity and hand/eye coordination necessary to use keyboard, circulation system, office and audio/visual equipment.

7. Visual activity requires the ability to tolerate periods of close paperwork and use of computer screen.
8. Hearing activity requires the ability to participate in numerous conversations throughout the work day both in person and over the telephone.
9. Must be able to complete job duties in an environment where some background noise and frequent interruptions are the norms.
10. Must demonstrate ability to utilize proper grammar, spelling, punctuation and basic math.
11. Must be able to communicate effectively both orally and in writing, follow instructions, and be able to comprehend complex written material or directions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Essential job functions are intended to describe those functions that are essential to the performance of this job, and other job functions include those that are considered secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Originated May 28, 1999

Was previously titled Substitute and/ or Assistant 1

Revision date & Approved by library Board: December 10, 2013