

CIRCULATION ASSISTANT

(Range 105)

DEFINITION

Performs a variety of technical public service work involving automated circulation system functions.

SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Circulation Department Head and/or the Assistant Circulation Department Head.

RESPONSIBILITIES:

Essential and marginal functions and responsibilities may include, but are not limited to the following:

1. Provides public service at the Circulation Desk to include checking library materials in and out, maintaining patron accounts in the collection of fines and fees, and registering and issuing patron cards.
2. Checks in new materials and maintains related records.
3. Performs telephone receptionist duties, ascertaining the nature of the call, and either personally assists the caller or directs the caller to the appropriate individual or department.
4. Directs patrons to the general location of library materials, library equipment, and other departments.
5. Answers inquiries of a nonprofessional nature and refers patrons requiring professional assistance to a Librarian.
6. Maintains and files various records and reports appropriate to the Circulation Department.
7. Assists patrons with questions regarding overdue notices.
8. Performs routine shelf checks and claims returns.
9. Counts money for cash register and balances cash drawer at the end of the assigned shift.
10. Interacts extensively in person and over the telephone with patrons, district-wide staff and management, outside agencies, and other libraries.
11. Updates computer records as requested.
12. Utilizes automated library systems and other library equipment.
13. Sorts returned library materials and either personally shelves materials or places them in the designated area for the Pages to retrieve and shelve.

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14. Processes and maintains reserved library materials.
15. Operates general office equipment, to include but not limited to: copy machine, telephone, and facsimile machine.
16. Inspects returned library materials for damage.

Marginal Functions:

1. Retrieves library materials from book drops.
2. Performs routine shelf checks.
3. Processes Circulation Department mail.
4. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

1. Public library methods and practices as they pertain to the Circulation Department.
2. General clerical methods and practices.
3. Basic record keeping principles and methods.
4. Basic filing practices and procedures.
5. Basic arithmetic principles and methods.
6. Library District, Branch, and Circulation Department policies and procedures.
7. Library District terminology and functions.
8. Correct English usage, spelling, punctuation, and grammar.

Ability to:

1. Perform basic arithmetic computations.
2. Type at a speed necessary to perform essential functions.
3. Apply Library District, Branch, and Circulation Department policies and procedures.
4. Work independently in supervisor's absence.
5. Understand and follow oral and written instructions.
6. Communicate clearly and concisely, both orally and in writing.
7. Serve customers with patience, tact, and courtesy.

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8. Maintain effective working relationships with those contacted during the course of work.
9. Maintain the mental capacity for effective interaction and communication with others.
10. Maintain the physical condition appropriate to the performance of assigned duties and responsibilities which may include:
 - standing, walking, or sitting for extended periods of time;
 - bending, reaching, stooping, and pushing;
 - lifting and carrying;
 - operating assigned equipment.
11. Maintain effective auditory and visual perception needed for:
 - making observations;
 - communicating with others;
 - reading and writing;
 - operating assigned equipment.

Skilled in:

1. Use of general office equipment and automated library information systems equipment.

Training and Experience:

High school diploma or GED equivalency required. Six (6) months library experience or public contact experience required; typing skills required; or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

Physical Requirements:

Essential and marginal functions may require maintaining the physical condition necessary for frequent standing and walking, frequent lifting and carrying objects of light weight (5 - 10 pounds) and moderate weight (12 - 20 pounds); frequent bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; and utilizing a keyboard, sitting, or standing for extended periods of time. Tasks require sound perception, visual perception, and oral communications ability.

Environmental Requirements:

Tasks are performed with infrequent exposure to adverse environmental conditions.

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FLSA: NON-EXEMPT

CBA: NON SUPERVISOR

DEVELOPED: JULY 1, 1995

REVISED: APRIL 24, 1998
MARCH 12, 2018