

Job Description: Circulation Assistant

Position Title: Circulation Assistant: Main Branch, substituting at all branches as assigned

Reports to: Library Director

Category: Part-time hourly, \$11-13 per hour; Paid holidays per Library Policy; 4 Personal Days annually

Job Summary: Supports the mission of the library by assisting patrons with directional and general collections and service questions in person and via telephone, completing circulating and de-circulating transactions, retrieving requests and placing items in transit, and performing clerical tasks such as filing registration cards, compiling statistics, and counting money.

Qualifications: Minimum of high school diploma or equivalent. Some college or combination of relevant education and work experience preferred. Previous library or customer service experience preferred. Proficiency with Microsoft office, email, and internet searching highly desirable. Positive demeanor and commitment to excellent customer service mandatory.

Responsibilities:

- Answer telephone inquiries and routes calls appropriately
- Handle new patron registration and library card renewals
- Circulate and de-circulate library materials
- Handle requests for materials renewals and reserves
- Assist patrons with directional and general questions regarding library collections and services
- Assist patrons in using the public access catalog and MelCat
- Handle public computer sign-in and sign-out
- Answer computer related questions as knowledge permits
- Assist patrons in using photocopy and fax machines
- Perform routine maintenance and troubleshoot library equipment problems (for example, replenish photocopy paper, replace toner cartridges)
- Prepare materials for shelving, including cleaning and sorting
- Retrieve requested materials from shelves
- Help with opening and closing procedures when appropriate, including emptying book drops, powering up, powering down, tallying cash receipts and securing the building
- Assist interlibrary loan staff with incoming and outgoing materials (Main library only)

Experience and Attributes

- Able to remain polite and professional at all times
- Proficient with ILS software such as Horizon and Innovative
- Proficiency with Microsoft office, email, and internet searching
- Able to communicate and deal with diverse populations and difficult people
- Able to multitask

- Service and detail oriented
- Able to handle monetary calculations and transactions
- Able to operate office machinery such as fax machines, photocopiers, coffee makers
- Able to move loaded book trucks and delivery boxes
- Must be able to work evenings and weekends

The duties and responsibilities for this position, including essential job functions and responsibilities, supplement the Cass District Library Personnel Policies and work rules applicable to all employees and may change or increase as judged necessary by the Library. The Library reserves the right to assign work outside of an employee's regular job assignment and/or to change an employee's regular job assignment or job description at any time.

Employee Signature: _____

Date: _____

Revised 3/2021