

## **Circulation-Desk (Library Assistant I) – 11 Hours per week – Branch Floater**

### **GENERAL RESPONSIBILITIES**

Performs Para-Professional work in the public library system.

### **ESSENTIAL TASKS**

(The following is a list of representative duties. As such, it is not meant to be exclusive. Other duties may be assigned that may reasonably follow and relate to essential tasks. This job description may be modified from time to time as the needs of position change.)

- Works at public service desk checking in, discharge and checking out books and other material to customers. This included desk duties, greeting, assisting patrons with charging/discharging library material.
- Discharge/retrieve all book drop.
- Shelving books and library materials
- Issue new library cards by requesting customer information and entering data and preparing card.
- Searches, at customer's request, for items checked out and fines owed.
- Enters data on payment, full or partial, of customer fine owed.
- Rings up on cash register payments for customer fines paid as well as postage (reserve book notices).
- Renews customer library card by checking information in file, revising incorrect or outdated entries and setting new expiration date.
- Renews items at customers' request (in person or on telephone) by entering barcodes for such items.
- Give status of accounts to customers.
- Answers directional questions from customers.
- Handles front desk when on duty with the ability to deal tactfully and courteously with a diverse population.
- Maintains order in public reading area including tables and stacks, including and not limited to having the ability to adapt to stressful situations such as angry, loud or upset customers.
- Performs routine clerical work such as alphabetical and numerical filing, computer data entry, basic typing.
- Does simple bibliographic searching/place holds.
- Reads and straightens bookshelves.
- Must provide exemplary customer service to our patrons.
- Other duties as assigned.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Some knowledge of library principles, methods, materials and practices. Some knowledge of reader interest and books and authors; some knowledge of the theory and objectives of a public

library system; ability to establish and maintain effective working relationships with library employees and customers; ability to acquire special competence in a specific phase of library work; ability to enter data into a computer accurately and at a reasonable rate of speed. Must have the ability to work individually and with others.

#### **EDUCATION AND EXPERIENCE**

High school graduate

#### **PHYSICAL REQUIREMENTS**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as but not limited to, a personal computer, calculator, copier and fax machine. Some standing, walking, moving, climbing, carrying, bending/stooping, kneeling, crawling, reaching, and handling, pushing, and pulling. Pushing and pulling: object weighing 60-80 pounds, on wheels. Ability to lift up to 50 pounds.

#### **SPECIAL REQUIREMENTS**

None.

Possession of a valid driver's license.

Non-exempt

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Reasonable accommodation may be made to enable individuals with disabilities to perform the essential tasks.