

Chatham Area Public Library District

JOB DESCRIPTION

Title: Circulation Assistant
Title of Supervisor: Circulation Supervisor

Our Circulation Assistants are the essence of the patron's experience at the Library. They greet people with a smile and welcome them into our Library. They enrich people's lives through meaningful dialogue about our materials, programming and services. They earn trust by being knowledgeable about our materials and make recommendations that connect with the patron. They help our Library patrons find the fuel and the spark to unlimited ideas and opportunities.

JOB DUTIES AND RESPONSIBILITIES

Primary Duties:

- Conducts reader's advisory and reference interviews and assists patrons with basic questions, knowing when to refer questions to specialists
- Conducts great conversations, by talking our library patrons about the promotions, programs and services available at the library
- Assists patrons with basic technology questions including how to utilize e-books and other digital materials
- Assists in assuring that library materials are accessible and correctly organized by shelf-reading, shifting and shelving of materials
- Performs circulation desk responsibilities accurately and efficiently
- Collects fines and fees; uses the cash register
- Retrieves books to be sent to other libraries
- Uses catalog database to search and request materials for patrons and maintains catalog database file of authorized patrons
- Runs reports and prepares overdue notices
- Schedules meeting and study rooms for patrons
- Organizes files in the front circulation area
- Answers telephones and provides routine information or transfers calls
- Opens and closes the Library, ensures that the Library building is welcoming at all times of the day
- Works on special projects like reading programs, unclaimed holds list, displays, book clubs and meeting rooms
- Other duties as assigned

Secondary Duties

- Provides input into circulation procedures modification when appropriate
- Assists in back-circulation or other departments, as needed
- Serves on library committees and volunteers to help train other staff members at meetings

- Provides clerical support to Circulation Supervisor and Library Director as assigned
- Functions as member of team striving for excellence in provision of library services

POSITION QUALIFICATIONS

Knowledge, Skills and Abilities:

- High School diploma required
- College degree or course work or other specialized training preferred
- Detail oriented work habits
- Highly developed interpersonal and public relations skills
- Comfortable with computers and technology, ability to help our library customers with their basic computer needs, including e-mail, answering Microsoft product questions, and navigating the Internet
- Understanding of research methods and the organization of information
- Ability to manipulate information on computers and to train on large databases
- A lifelong learner, enjoying the journey of professional development
- Ability to keep records, prepare and type reports
- Interest in books and reading
- Ability to develop and maintain positive working relationships with public, co-workers, and supervisors

PHYSICAL DEMANDS

This position will involve being “on the move” in our library: You will stand, walk, crouch, stoop, squat, twist, climb, push/pull up to 50 pounds, and lift up to 25 pounds.

This job description or certain job functions described herein may be subject to modification in accordance with applicable state and federal laws.