

I. POSITION TITLE: **Circulation Assistant**

II. SUPERVISOR: Library Director

III. GENERAL DESCRIPTION OF DUTIES:

As the main contact with the public on the circulation desk, the Circulation Assistants will assist the public with reference requests, check materials in and out, offer technical help and enforce library policies in a friendly and personable manner. They will help maintain the library collection and they will perform routine administrative functions as assigned.

IV. DUTIES AND RESPONSIBILITIES:

- A. Become proficient in using the library's database management software programs in all circulation desk functions including charging and renewing items loaned; registering new library patrons; updating patron records; receiving and discharging items returned; and receiving and logging fines and fees.
- B. Maintain confidentiality of patron records.
- C. Shelve materials, maintain the collection through inventory and weeding and maintain orderly appearance of the library.
- D. Inspect items as received for damage and follow up with lost and damaged items materials procedures when appropriate.
- E. Collect and log in fines and fees as appropriate.
- F. Process reserve requests and notify borrowers of reserved items available.
- G. Promote inter-library loan as an option for items not found in the library collection; route items received through inter-library loan transactions; process returns of inter-library loan items.
- H. Educate library users about library resources, including digital collections, databases, and online resources available inside and outside of the library.
- I. Provide direct service to both adult and youth for general reference and reader's advisory activity and request help from a reference librarian when needed.
- J. Prepare notices of overdue items.
- K. Maintain database statistics and prepare selected circulation-related reports as directed.
- J. Assist in use of public access computers, including instruction in basic email, computer search, keyboard and mouse functions; e-book and electronic audio book downloading and use; assist patrons in connecting their portable computers to the library wireless internet access and wireless printer.
- K. Answer and route telephone calls as received from the public.
- L. Process new materials, and prepare them for cataloging.
- M. Perform basic cataloging functions under the supervision of senior library staff.
- N. Maintain library materials and office supplies and process re-orders from appropriate vendors.
- O. Assist in training seasonal staff.
- P. Perform opening and closing procedures.
- Q. Assist in preparing and overseeing youth craft activities; assist children in the Summer Reading Program. Substitute for Youth Librarian in youth programs as needed.
- R. Maintain an appropriate professional appearance.

The essential functions or duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

All duties shall be performed appropriately to represent the decisions and policies of the Library Trustees, and with respect and confidentiality of the records of the library and its users as required by State, Federal, and Local Laws.

The Library Assistants will educate themselves in the library policies, practices, and procedures as required by the Director and participate in continuing education through classes and conferences as approved by the Director.

V. SUPERVISORY REAPONSIBILITIES: None

VI. REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- A. Technical proficiency in computer use including ability to master the library's database management software; Internet searching; commonly used computer software; wireless access issues; mobile computing devices.
- B. Proficient in basic mathematical skills.
- C. A courteous, pleasant, discreet, and articulate demeanor in person and on the telephone in order to perform effectively with the public, co-workers, and town officials.
- D. A professional demeanor and appearance.
- E. Discernment and judgment to assess a myriad of variables as they come up and take appropriate action.
- F. Ability to maintain focus for extended periods and handle detail work including alphabetizing and putting numbers in order.
- G. Ability to read and comprehend both written and oral instructions and to respond appropriately as required.
- H. Ability to work with people of all ages and levels of abilities.
- I. Physical strength and dexterity required to handle informational items and boxes up to 25 pounds in weight and to transport loaded book carts; physical ability to put items in order on high and low shelves; able to stand for extended periods of time.
- J. Able to pass a CORI check as defined by the designated CORI officer for the library.

VII. EDUCATION:

High school diploma required. Minimum two years of college and customer service experience strongly preferred.

VIII. POSITION GRADE LEVEL AND TIME REQUIREMENT:

A. Permanent, part time: Hours will vary at the Director's discretion, not to exceed an average of 20 hours per week within the budget approved by the town.

POSITION GRADE LEVEL:

Grade: _____
Grading Date: _____

APPROVED BY: The Board of Library Trustees Date: _____ Chair: _____
Janet Weidner

RECOMMENDED BY: The Human Resource Board Date: _____ Chair: _____
Jennie Greene

APPROVED BY: The Board of Selectmen Date: _____ Chair: _____
Warren Doty