

Carthage Public Library District Circulation Assistant Job Description

Primary Function:

Provide excellent customer service, assisting patrons with all circulation functions, reference inquiries, readers' advisory, and use of computers, copier, and fax machine. Shelf materials accurately and maintain orderliness and cleanliness of shelves and work spaces.

Education / Experience Requirements: High school diploma or equivalent preferred. Experience with customer service, libraries, or marketing a plus. Basic computer skills required, advanced computer skills preferred.

Physical Requirements: Regularly required to stand, walk, sit, bend, stoop, crouch, reach, climb, push and pull. Lift materials up to 30 pounds. Vision and hearing at or correctable to "normal ranges."

General Requirements:

- Reliability – coming to work on time, as scheduled.
- Ability to work pleasantly and effectively with staff, patrons, and the community.
- Ability to work accurately in a changing and varied environment, and with frequent interruptions.
- Ability to communicate clearly, both orally and in writing.
- Ability to follow library policies and procedures.
- Ability to work independently.
- Ability to operate a computer and use Microsoft Office products, to learn to use library software, and to use office equipment such as printers, a copier, and a fax machine.
- Ability to work with alphabetical and numerical (decimal) systems.
- Ability to handle money responsibly.

Key Functions and Duties:

1. Provide excellent customer service & maintain cordial relations with patrons. Assist patrons at the circulation desk, throughout the library, and via telephone.
 - Perform all the various functions of the circulation system (charging, discharging, renewing, paying fines & bills, placing holds, registering new patrons, etc.).
 - Provide Reader's Advisory services and help patrons locate books.
 - Supervise and assist patrons using the computers and i-pads. Answer questions and help with printing, scanning, and other tasks.
 - Assist patrons in the use of our website, card catalog, and on-line databases, and provide assistance with ereaders.
 - Send and receive Fax messages, make photocopies, scan documents, use our laminator, use the microfilm reader.
 - Answer reference questions, including genealogical queries.
 - Explain and enforce library policies as needed.
 - Promote upcoming library events to the patrons.
 - Call patrons to notify them of available holds.
 - Be an advocate for the library.

2. Perform other basic library tasks

- Open & close the Library, following procedures.
- Keep accurate records of money received for fines or services.
- Maintain statistical records of reference questions, computer usage, etc.
- Shelve library materials accurately and maintain order on the shelves.
- Hang newspapers.
- Print pick lists, pull items from shelves, and trap holds.
- Monitor library email, and check the answering machine for messages.
- Clean & sanitize phones, headphones, keyboards, and mice. Maintain a neat work area.

3. Other duties, tasks, and responsibilities as assigned – you may be asked to assume the primary responsibility for a regularly recurring task, to assist other staff members with their tasks, and to help with projects.

Examples include, but are not limited to:

- Process magazines.
- Prepare overdue notices & bills.
- Prepare patron cards and maintain patron records.
- Clean DVDs and CDs.
- Prepare InterLibrary Loan items for transport.
- Withdraw materials.
- Create bulletin boards, book displays, other decorations.
- Prepare marketing materials and assist with other preparations for programs.
- Assist with inventory and weeding projects.
- Maintain “new” shelf and change item type for items no longer new.
- Help with cleaning and organizing.
- Access and record statistics for wireless usage, social media, databases, etc.
- Repair books and materials.
- Listen to relevant on-line meetings and webinars, attend meetings or training workshops as needed, with approval of director.