

JOB DESCRIPTION



JOB TITLE: Circulation Associate

CLASSIFICATION: Public Services Associate I

STATUS: Non-Exempt

REPORTS TO: Head of Circulation Services

JOB SUMMARY: Responsible for performing tasks and assisting patrons at the Circulation Desk, in addition to shelving and organizing the Library collection.

ESSENTIAL FUNCTIONS:

- Charges and discharges Library material.
- Issues and renews Library cards.
- Collects payments for fines, fees, and other services.
- Answers and directs patron inquiries by phone or public service desk.
- Performs clerical tasks such as filing, typing, copying, etc.
- Sort, shelve, and maintain shelf order of all Library material as required, either alphabetically or numerically.
- Assists patrons with computers, copiers, and other Library equipment. Troubleshoots problems and notifies appropriate staff of complex issues.
- Processes interlibrary loan transactions and hold requests.
- Processes and catalog serials.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of Library-related technology, equipment, software, and digital resources.
- Knowledge of alphabetic and decimal numeric filing rules.
- Excellent organizational, interpersonal, and communication skills in a team environment.
- Excellent customer service skills.
- Ability to be accurate, detail-oriented, and efficient in the performance of assigned duties.
- Ability to follow written and verbal directions.
- Ability to effectively communicate orally and in writing.
- Ability to move Library materials from one location to another, either by physically carrying the materials or by moving a fully loaded book truck.
- Ability to stand for long periods of time.

QUALIFICATIONS:

- High school diploma or working towards completion.
- Previous experience in a library, clerical, or other public service environment preferred.

Reviewed: 6/29/17

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