

PULASKI COUNTY LIBRARY SYSTEM

Job Title: Library Circulation Assistant

Department: Public Services: Reference Services

Reports To: Public Services Coordinator/Library Director

Supervision Exercised: None

Supervision Received: Receives minimal instruction and supervision after orientation and probationary period. Under general supervision of Public Services Coordinator.

Classification (FLSA): Non-exempt: Full-time, 40 hours/week.

Category: Paraprofessional

JOB SUMMARY: This position is responsible for performing a wide variety of general library work. The essential function of the position is to facilitate the public's access to library services and materials by obtaining requested materials, maintaining library materials, and assisting the public with library computers and reference needs. Evening and Saturday work may be required.

JOB REQUIREMENTS: A two-year associate's degree from an accredited college or the equivalent of one year of customer service experience. Library experience and a four-year college degree are preferred. Possess good oral and written communication, computer skills and basic math and clerical skills. Ability to work effectively with the public.

PHYSICAL REQUIREMENTS: Frequent bending, stooping, standing, walking, reaching and carrying items weighing up to 50 pounds. The position also requires constant use of the visual and auditory senses as well as dexterity and skill in office equipment.

Draft Date: August 2003

Approved: November 25, 2003

Revised and Approved: March 29, 2011

JOB DUTIES AND STANDARDS

I. Information and Reference: Assist library patrons with reference and information services.

- Assist in keeping accurate statistics, files and records.
- Provide assistance to patrons in the use of print, non-print and electronic library materials and the retrieval of needed information.
- Provide patrons with information on library policies/procedures, and promote programs, services and materials.

II. Equipment: Monitor and maintain equipment in public areas.

- Check public-access computer terminals and other equipment regularly ensuring all are operating properly, trouble shooting any problems and reporting problems that cannot be resolved to the Technology Coordinator.
- Add paper and replace ink cartridges in printers and copiers as needed.

III. Library Facilities: Assist in keeping the Library clean, organized and attractive for patron use.

- Maintain the orderly appearance of library furniture, equipment, and materials.
- As scheduled, open and close library facilities according to established procedures.

IV. Circulation: Perform all of the functions of circulation.

- Provide service at the circulation desk including: check materials in and out; greet and direct patrons to various locations or locate materials; answer the phone; register new patrons; utilize and instruct the public in the use of the library catalog, the Internet, library databases, and reference material in response to patron requests for information; receive and resolve complaints or refer the public to supervisor or the director; collect and record fines and fees; assist with special projects.
- May perform such duties as Interlibrary Loan Requests, overdue notifications, maintaining the vertical file of local information, planning and implementation of programming, and Outreach Services.

V. Professionalism and Confidentiality: Abide by all library policies and standards of conduct.

- Understand and consistently implement library policies and procedures.
- Maintain confidentiality with all patron and staff transactions and activities.
- Share knowledge and assist other staff with day to day activities to promote effective teamwork to accomplish the goals of the Library.

VI. Training and Job Development: Responsible for continuing education development and building knowledge of library skills and resources.

- Develop and set own personal goals for acquiring new skills and job growth.
- Participate in offered conferences, workshops, training, and other opportunities for educational growth.
- Participate in staff meetings to discuss and resolve problems, discuss ideas for improvement, and keep updated on library plans and activities.

I have read, understand and accept the duties, standards and expectations required of this position. I hereby affirm my good faith compliance with all library policies and procedures.

Employee: _____

Date: _____

Note: This job description is not intended to be all –inclusive. An employee will also perform other reasonably related job responsibilities as assigned by management as required. The Pulaski County Library System reserves the right to revise or change job duties as the need arises. Moreover, management reserves the right to change job descriptions, job duties or working schedules based on their duty to accommodate individuals with disabilities. The job description does not constitute a written or implied contract of employment.