

# POSITION DESCRIPTION

**CLASSIFICATION TITLE:** Circulation Assistant I (as-needed)

**EMPLOYMENT STATUS:** As-needed  
**FLSA STATUS:** Non-exempt

**REPORTS TO:** Head of Circulation & Technical Services  
**HOURS:** Required: One weekend per month (9.5 hours) + others as asked

## **DISTINGUISHING JOB CHARACTERISTICS**

Supports circulation desk operations and ensures quality customer service by providing assistance and support to library patrons. Works at the direction of the Head of Circulation and Technical Services.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

*To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans With Disabilities Act, in accordance with its requirements.*

Ensures customer service at circulation desk by greeting and helping library patrons. Checks books and other materials in and out. Reserves requested materials and notifies patrons of availability. Removes books and other materials on hold.

Registers new patrons and issues new and replacement cards. Completes and inputs patron information into computer system, and types and files new and adjusted registration cards. Informs patrons of policies by providing instruction on lending and patron obligations and privileges.

Assists patrons by locating materials, answering basic reference questions, and providing direction. Utilizes print and electronic resources. Responds to patron complaints, assesses problems and resolves to patron's satisfaction within policy guidelines and scope of authority.

Helps patrons complete application forms including voter registration and Golden Buckeye cards. Helps patrons with online catalog, Internet searches and general computer operations. Assists patrons with library equipment including fax machine and copier.

Checks for damaged or missing items and notifies patron. Collects and accounts for fines and fees by maintaining records and receipts.

Answers telephone to provide general information and answer routine inquiries. Transfers calls to requested parties and takes accurate messages.

Maintains confidentiality of circulation records, patron files and other sensitive subject matter.

Verifies overdue items by verifying patron records, searching shelves for misplaced items, and maintaining overdue files.

Knows about and promotes library programs including all programs in monthly newsletter, 1,000 Books Before Kindergarten, and Dolly Parton's Imagination Library of Ohio.

Performs shelving duties as workload demands.

Knowledgeable about safety and emergency procedures and applies them when necessary.

Completes cybersecurity training as assigned.

Performs other related duties as assigned.

### **SCOPE OF SUPERVISION**

None

### **EQUIPMENT OPERATED**

Computer; telephone, fax machine, copier, and other general office equipment. Willing to learn new technology as it is introduced in the library.

### **CONTACTS WITH OTHERS**

General public; patrons; staff members.

### **WORKING CONDITIONS**

Normal library working conditions. Employee is occasionally exposed to minor cuts as typical in a library. The employee occasionally works in high, precarious places when using stools or stepladders. The employee is occasionally exposed to risk of electrical shock when using extension cords for presentations. Employee is regularly exposed to inclement weather and road conditions when traveling to program sites.

### **USUAL PHYSICAL DEMANDS**

*The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the Library, employee and/or applicant identify where reasonable accommodations may need to be considered.*

While performing duties of this job, the employee frequently stands and walks for extended periods of time, and occasionally sits. The employee regularly exhibits digital dexterity and eye-hand coordination when operating a computer and performing other tasks. Vision demands include close, detailed vision when using a computer screen. The employee frequently converses verbally with others in person and by telephone. The employee frequently uses and reaches with hands and arms. Employee occasionally climbs, balances, stoops, kneels or crouches to obtain library books and other materials. Employees occasionally lift varying weights up to 25 pounds when moving books, boxes, equipment, or supplies.

### **KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of** standard library practices; Dewey Decimal System; literature; computer software, programs, and applications.

**Ability to** understand and follow general instructions; exhibit a pleasant telephone manner; answer routine inquiries; exhibit a broad reading background; establish and maintain effective

working relationships with associates, supervisors, patrons, general public and job contacts; exhibit flexibility in work schedule and job tasks; maintain confidentiality of non-public and sensitive subject matter.

**Skill in** verbal and written communication; operating general office equipment; general typing; application of job software programs; customer service; filing documents in alphabetical, numerical, chronological, and subject order; making change and handling cash accurately.

**QUALIFICATIONS**

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities. Minimum qualifications for this position are High School Degree, GED or equivalent with 6 months to 1-year experience in a customer service-related position. The selected candidate will be required to pass a criminal history background check and/or fingerprinting.

**LICENSURE OR CERTIFICATION REQUIREMENTS**

State Motor Vehicle Operator's License or demonstrable ability to gain access to worksite.

<p>This job description does not state or imply that these are the only duties &amp; responsibilities to be performed by the employee, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.</p>
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**MANAGEMENT APPROVAL**

_____	____/____/____
Library Director	Date

**EMPLOYEE UNDERSTANDING AND AGREEMENT**

I understand and will effectively perform the duties & requirements specified in this job description.

_____	____/____/____
Employee	Date