

LIBRARY CIRCULATION ASSISTANT

PC Library System
Pulaski County

Department: Library

Supervision Exercised: None

Supervision Received: Library Director; Public Services Coordinator; Branch Manager. Employee will undergo a six-month orientation period and will be evaluated at the end of the six-month term. Employee will be evaluated annually thereafter.

Classification (FLSA): Non-exempt, Full-Time

REQUIRED TESTING/SCREENING AND CERTIFICATIONS: Drug & Alcohol Testing, Background Screening & Driving Record Required.

Essential Employee: No

Work Hours: Typical hours are Monday thru Friday, 8:00 am until 5:00 pm. Possible evenings and weekend work may be required as well as overnight travel.

ESSENTIAL FUNCTIONS: To facilitate the public's access to library services and materials by efficiently managing the borrowing and returning of items, registering new patrons, and assisting patrons with library resources. This position is responsible for performing a variety of circulation and clerical duties, including checking materials in and out, renewing items, placing holds, managing interlibrary loans, and maintaining patron accounts. Additionally, the role involves providing excellent customer service, supporting technology use (such as library catalogs and computers), and maintaining the collection through shelving, shelf-reading, and repairing damaged items. The position also includes operational tasks such as opening and closing the library, managing cash transactions, and handling mail. Physical presence on the job is required as essential functions and responsibilities are not suited to remote work.

JOB REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

RESPONSIBILITIES:

- Maintain circulation desk duties, taking on the role of main Circulation Assistant
- 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

Library Circulation Assistant

- Check public-access computer terminals and other equipment regularly ensuring all are operating properly, troubleshooting 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
- Maintain the orderly appearance of library furniture, equipment, and materials
- As scheduled, open and close library facilities according to established procedures
- 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
- Aid in the development and execution of adult programming

KNOWLEDGE, SKILLS AND ABILITIES:

- Possess excellent verbal and written communication, computer, and math skills
- Knowledge of basic library operations and circulation systems
- Ability to multitask, follow procedures and maintain confidentiality

ADA REQUIREMENTS: Frequent bending, stooping, standing, walking, reaching and carrying items weighing up to 30 pounds on a continuous basis and up to 50 pounds occasionally. The position also requires constant use of the visual and auditory senses as well as dexterity and skills with office equipment

EDUCATION AND EXPERIENCE:

- 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.

PROFESSIONALISM AND CONFIDENTIALITY:

- Understands and consistently implements all Library and County policies and procedures
- Maintains confidentiality with all vendors, patron, and employee transactions, records, and activities
- Shares knowledge and assists other staff with day-to-day activities to promote effective teamwork to accomplish the goals of the library
- Promote the branch library and the County Library System in a positive manner

TRAINING & JOB DEVELOPMENT:

- Participate in community events
- May participate in professional associations
- Develop and set own personal goals for acquiring new skills and job growth
- Participate in conferences, workshops, webinars, and other opportunities to maintain current awareness of Library trends and for educational growth
- Works with staff to discuss and resolve problems and provide ideas for improvement
- Establish ongoing contacts with the Library Board, Friends of the Library, local civic groups, and community groups and organizations

Note: This job description is not intended to be all-inclusive. An employee will also perform other reasonably related job responsibilities as assigned by the supervisor or County Administrator. Pulaski County Administration 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.

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

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job without accommodation.
- I have read and understand this job description and acknowledge that I am able to complete the essential functions required of this job with accommodation(s).

Please list the accommodation(s) needed to fulfill the essential functions of this job description:

Employee Name: _____
(Please print)

Employee Signature

Date