

## Scarborough Public Library Job Description

Position Title: Circulation Assistant  
Department: Circulation  
Reports to: Head of Circulation  
Date: June 26, 2012

The circulation assistant assists in the day-to-day operation and security of the circulation desk and performs a variety of routine clerical and physical tasks such as circulating and processing library materials and providing services to library patrons. Other duties include but are not limited to the following:

### **PRIMARY RESPONSIBILITIES:**

Checks materials in and out using automated circulation system;  
Processes interlibrary loan transactions and prepares these items for mail or courier;  
Prioritizes the flow of materials for return to the shelves;  
Answers the telephone in a friendly manner and redirects incoming phone calls as appropriate;  
Responds to patrons and other staff in a friendly and positive manner;  
Identifies materials in need of cleaning, repair, or withdrawal and transfers them to appropriate staff;  
Issues library cards and provides orientation to new patrons;  
Assists the public in resolving complaints about circulation problems, referring to other staff as needed;  
Prepares overdue notices;  
Assists the public with use of the photocopy machine;  
Assist patrons with use of library technology (self-check machine, e-reader station, etc.)  
Interprets library policies to the public, referring to other staff as needed;  
Schedules bookings for meeting room use and provides orientation to the facility and equipment;  
Provides direction to pages and volunteers in the absence of the Head of Circulation;  
Collects money and processes credit card transactions;  
Prepares daily cash for bookkeeper as directed;  
Prepares bills for fines and lost or damaged materials as assigned;  
Greets patrons and answers directional questions;  
Forwards patron requests for purchase of materials;  
Prepares outgoing mail and sorts incoming mail;  
Assists the public in locating library material;  
Assists the public in placing holds on requested items that are not immediately available;

Interprets information from the catalog and patron records to answer patron questions;  
Assists the public in the use of the photocopier, refills paper and toner as needed;  
Promotes appropriate behavior and conduct of those using the library;  
Assists with opening and closing procedures throughout the library;  
Maintains physical appearance of the library by picking up library materials left on counters, tables, etc.  
Performs other duties as assigned.

### **ACCOUNTABILITY**

The circulation assistant is supervised by the head of circulation. Direction may also be given by management staff including the assistant director or the librarian-in-charge. The library director is responsible for hiring and firing. Performance reviews are conducted by the head of circulation.

### **QUALIFICATIONS**

High school diploma or equivalent with some additional training or relevant experience is required. The ability to work with a diverse public in a friendly, diplomatic manner is essential. Considerable experience in clerical work of a responsible nature is expected with accuracy and attention to detail essential. Computer skills must include experience with Microsoft Office and experience with Microsoft Publisher is helpful. Focused attention to detail in a busy environment is essential, as is the ability to multi-task. Dexterity and good hand-eye coordination is necessary to perform the tasks associated with circulation activities. Previous clerical or library experience and knowledge of library organization is helpful.

### **PHYSICAL REQUIREMENTS AND WORKING CONDITIONS**

Physical demands herein are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk and hear. The employee is also regularly required to stand; walk; sit; grasp, grip, and reach with hands and arms; climb or balance; and stoop, kneel or crouch. Employee must lift and/or otherwise move objects of up to 50lbs and transport loaded book carts.

Specific vision abilities required by job include close vision, color vision and ability to focus.

Employee is expected to use a keyboard, mouse, computer monitor and hand scanner in performance of job requirements.

Focused attention to detail in a busy environment is essential. Dexterity and good hand-eye coordination is necessary to perform assigned tasks.

**WORK SCHEDULE:**

The circulation assistant works a combination of weekdays, evening(s) and weekend hours as needed by the employer. Depending on the circulation assignment, 10 to 25 hours per week are required as needed by the employer. Flexibility in scheduling is desired as additional hours are occasionally requested to cover vacation or sick time. Any scheduled weekend hours will continue during July and August if the library is open. Hours are scheduled for weekdays during July and August if the library is closed weekends.

**WAGE AND BENEFITS:**

Wage grade and step are determined by the library director at the time of hire. Some pro-rated benefits are available for positions that regularly work more than 20 hours per week. Please refer to the *Handbook for Administrative, Professional, and Part-Time Staff* for details.