

Fairhope Public Library

Job Description

Circulation Assistant

All employees of the Fairhope Public Library are expected to represent the library in the most helpful, courteous, and professional manner while carrying out their duties and responsibilities efficiently and in an exemplary manner.

Job Summary:

The Library Circulation Assistant assists the Library Circulation Department Head in the operation and management of the Circulation Department, including assisting library patrons as needed, checkout and check in operations, overdue notices, collection of overdue and lost book fines, shelving and maintenance of stacks, reserve operations, and other duties as assigned. The position requires knowledge of library routines, including library automated systems and technology, excellent communication and interpersonal skills. Must enjoy working with the public. The Circulation Assistant reports to the Circulation Department Head and the Director of the Library.

Duties and Responsibilities:

- Assists the Circulation Department Head as needed/requested.
- Maintains the privacy and confidentiality of patrons and staff. Any materials and/or information received should be considered confidential.
- Assists in pulling Hold Requests daily and distributing them accordingly.
- Maintains the periodical file, which includes cataloging – withdraw necessary items at appropriate times.
- Shelves periodicals and newspapers; process daily newspapers (PRIORITY: FIRST task EVERY morning) as soon as they arrive and are checked in.
- Keeps periodicals updated; weeding as necessary.
- Keeps apprised of any new procedures, software, and information resources.
- Performs opening and closing procedures as stated in the guidelines. Be cognitive to who is scheduled to open and close (may fluctuate), and be ready to assume these procedures if staff member is absent or late.
- Checks items in or out, noting the condition in which they are returned.
- Issues new patron cards, and update expired cards. Instruct patrons on the check-out quotas and late charges policies EACH time.
- Instructs patrons how to access their record from home, and how to place a hold request, see items that have come in and what library, as well as the general search procedures.
- Enters new charges in the computer by using appropriate codes and procedures.
- Processes the incoming memorials and donations.
- Places hold requests and instruct patrons on the in-library procedure.
- Be mindful, considerate, and willing to assist other departments and co-workers.
- Reports computer problems to the Department Head and troubleshoot ONLY as directed.
- Facilitates the procedures for server down.
- Performs any duties as assigned by Department Head and/or the Director.

- Resolves issues with lost items, late fines, and items returned damaged or other problems that may arise, either by dealing with it or knowing when to enlist the help of the Department Head.
- Assists patrons and visitors with the copier, and direct them to the print release station for sending items from the computer.
- Shares in maintaining the circulation desk forms, hand-outs, flyers, and all other items pertaining to the circulation department, and make copies of all master copies. Make sure all holders are replenished and communicate with other departments when flyers are needed.
- Assists patrons with brief reference/directional questions and refer them to the appropriate source, such as Reference or Youth Services.
- Answers the circulation department phone, within three rings, using correct procedure for forwarding calls or taking messages.
- Uses in-house check in.
- Issues Internet passes from the SAM software; follow the guidelines set forth by the Reference Department Head.
- Explains to patrons how to access the library computers with their library cards and how to reset their PIN, if necessary.
- Cleans items on an ongoing basis and as time allows or as directed by the Department Head and/or Director.
- Performs all other tasks as directed or needed.

Knowledge, Skills, and Abilities:

- Must possess physical stamina to lift, bend, stand and walk as necessary and possibly for long periods of time.
- Computer skills (fast and accurate keyboard and data processing); proficient with Microsoft Office programs such as Word, Excel, and Outlook.
- Familiar with Apple Products and software.
- Knowledge of operation of standard office equipment (computer, copy machine, fax, telephone, scanner etc.) required.
- Willingness to learn new skills and update current knowledge and skills.
- Flexibility and willingness to accept changes in routine and adapt to the demands of the job.
- Knowledge and familiarity with automated library system.
- Knowledge of library reference and cataloging methods as well as thorough knowledge of public library services and programs.
- Knowledge of bibliographic sources of information.
- Ability to make decisions based on library policies and procedures.
- Enthusiasm, initiative, and desire to serve our patrons.
- Ability to interact with co-workers and the public in a courteous manner.
- Strong oral and written communications skills.
- Good organizational skills, the ability to plan and prioritize work effectively, and ensure the completion of work.
- Ability to excel in a team oriented, customer driven environment.
- Ability to be detail oriented and quality driven.
- Ability to work independently and collaboratively as well as stay on task in a busy work environment.

- Ability to exercise tact, leadership, and independent judgment.
- Friendly, outgoing personality with the ability to relate positively with staff and patrons in a pleasant, mature, and courteous manner.
- Be familiar with, uphold, and apply Library policies with good judgment.
- Maintaining clerical and administrative procedures and systems such as filing (both electronic and hard copy) and record keeping.

Education and Work Experience:

- Library work experience required.
- Completion of a 4-year degree required.

Other Information:

- Work hours *MAY* include Saturdays and/or evenings as required.
- Must be prepared to perform other library duties as requested.
- Must be willing to work in or to be transferred to other departments.
- Must attend staff meetings and training sessions as appropriate and/or directed.

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Receipt & Acknowledgement

I have read this position description and fully understand the requirements set forth therein. I hereby accept the position of Circulation Assistant and agree to perform the identified essential functions in accordance with the Fairhope Public Library's established policies and procedures. I understand that my employment is at-will, and thereby understand that my employment may be terminated either by the organization or myself, and that such termination can be made with or without notice.

Note:

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change. The description is illustrative of tasks and responsibilities. It is NOT all-inclusive of every task or responsibility.

Employee Signature

Date

Department Head Signature

Date

Director Signature

Date