

Fairhope Public Library

Job Description

Circulation Library Technician

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 purposes of this position are to provide administrative, technical and clerical support to various library services and programs; and to adopt and provide library technical expertise that complement and expand the availability of library services. The Circulation Library Technician is responsible for maintaining and improving upon the efficiency and effectiveness of the Circulation department. This position carries out circulation duties, processes periodicals and returned materials, provides support to various areas of the Library. The position opens and closes the Library, assists patrons with all concerns, and performs other duties as required. The Circulation Technician reports to the Circulation Department Head as well as the Director of the Library.

Duties and Responsibilities:

- Being self-motivated to keep apprised of any new procedures, software, library events, and information resources.
- Explains, in full detail, routine library policies and procedures to the public.
- Performs opening and closing procedures as stated in the guidelines. Knowing who is scheduled to open and close (may fluctuate).
- Assists with pulling hold requests, when directed.
- Checks items in or out, always making sure they are in good repair.
- General knowledge of the TLC system.
- Familiar with required ID information for issuing new patron cards and updating expired cards. Being able to explain to new patrons the check out quotas and late charges.
- Instructs patrons how to access their record from home, how to access the online catalog with their card and PIN, and how to place a hold request.
- Knowledge of the procedure for entering new charges into the computer.
- Shelves items and knowing how to read shelves, which requires being able to alphabetize quickly and reliably. Also requires a working knowledge of math.
- Places hold requests and making patrons aware of the procedure, both for in the library and from home.
- Enters new patron data and knowing how to replace a lost or damaged card.
- Being mindful, considerate, and willing to assist other departments and coworkers.
- Reports computer problems to your supervisor, and learning to troubleshoot as directed.
- Knowledge of when to recommend initiation of server down, obtain permission, and the proper procedure to initiate this procedure.
- Performs duties as assigned by the Circulation Department Head and 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 Circulation Department Head.
- Reads assigned shelf range, whenever time allows, which is an ongoing task.
- Assists patrons and visitors with the copier, as needed.
- Shares in maintaining the circulation desk forms, handouts, flyers, and all other items pertaining to the circulation department, and making copies of all the above from master copies, making sure all folders are replenished by restocking as needed.
- Restocks paper in public copier/printer and staff copier/printer.
- Assists patrons with brief reference/directional questions and knowing when to refer them to the correct source, such as Reference or Youth Services.
- Answers the circulation department phone, knows the procedure for forwarding calls or taking messages.
- Assists in maintaining the monthly reference/direction/comment form.
- Knows how to use in-house check in and when to use it
- Issues internet passes from the SAM software
- Explains to patrons how to access the public library computers with their library cards and know how to reset their PIN, if necessary.
- Cleans items on a continuing basis, as time allows or as directed.
- Being mindful and willing to assist other departments and coworkers.

Knowledge, Skills, and Abilities:

- Enthusiasm, initiative, and desire to serve patrons of our own and surrounding communities.
- Ability to use computers and application software required/necessary for the position.
- Willing to learn new skills and update current knowledge and skills.
- Flexibility and willing enough to accept any changes in routine and in turn, adapt to the demands of the job.
- Ability to participate on a team focused on the production of complete patron satisfaction.
- Timeliness is a must.
- Ability to be detail oriented.
- Establish and maintain an effective working relationship with fellow staff members.
- Must be able to deal with the public in a friendly, tactful, and courteous manner.
- Excellent communication skills.
- Excellent knowledge of English grammar, spelling, alphabetizing, and usage.
- Must possess physical stamina to lift, bend, stand and walk as necessary and possibly for long periods of time.
- Some knowledge of library clerical and procedures and practices.
- Some skill in typing and ability to do data entry using a computer terminal.

Education and Work Experience:

- High School Diploma Required.
- 1+ years of college/library work experience preferred

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 be transferred to other departments.
- Attends staff meetings and training sessions as appropriate/directed.