

Whitefish Bay Public Library



Position Title: Circulation Services Assistant
Position Status: Part-time, Hourly
Department: Whitefish Bay Public Library
Appointing Authority: Library Director
Supervisor: Head of Circulation Services

GENERAL PURPOSE

Greet, direct and serve library patrons. Perform circulation functions in accordance with established Whitefish Bay Public Library and MCFLS circulation policies and procedures. Provide clerical assistance in the processing of library materials. Uphold the Whitefish Bay Public Library Mission Statement and Values set by the Library Board and provide services that meet those standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- A. Circulation Desk
 - a. Contribute to a positive, helpful and inviting environment for library users and maintain a level of excellent patron service. Act as a team player and maintain positive interpersonal relationships with co-workers. Maintain a professional demeanor along with excellent communication skills and contribute to the overall well being of the workplace.
 - b. Receive all incoming telephone calls to the Library with appropriate etiquette.
 - c. Refer patrons to the appropriate service point for assistance.
 - d. Use automated circulation system to conduct transactions.
 - e. Check materials in and out; process holds; process MCFLS delivery items.
 - f. Register new patrons and update patron records.
 - g. Collect and inform patrons about fines and fees.
 - h. Pull material from shelves and route for holds or delivery.
 - i. Accept donated material from patrons.
 - j. Assist in the training and direction of page/shelvers.
 - k. Communicate to the next shift of Circulation Assistants about any issues of importance or other updates.
 - l. Maintain confidentiality of patron information.
 - m. Perform other duties as required.
- B. Processing (workroom) Activities
 - a. Prepare/repair/recondition library materials.
 - b. Process materials for withdrawal or discard.
 - c. File CDs and pamphlets.
 - d. Sort and route mail, books and periodicals as assigned.

PERIPHERAL DUTIES

- A. Assist in conducting special programs for patrons if needed.
- B. Attend staff meetings as required.
- C. Assist Head of Circulation Services as required.

DESIRED MINIMUM QUALIFICATIONS

- A. Education/Experience
 - a. Graduation from high school or GED equivalent.
 - b. Experience working with the public in a customer service environment.
- B. Knowledge/Skills/Abilities
 - a. Ability to communicate tactfully, courteously and effectively with the public and other staff members.
 - b. Basic understanding and knowledge of library materials and library methods and procedures.
 - c. Ability to make independent judgments with no adverse impact on the Library.
 - d. Ability to operate all items under Tools and Equipment Used.

SUPERVISION RECEIVED

Work under the general supervision of the Head of Circulation Services.

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JOB REQUIREMENT

Willingness and ability to work a flexible schedule that includes days, evenings and weekends. Willingness and ability to fill in for vacant shifts which may also be assigned.

LICENSING AND CERTIFICATION

None.

TOOLS AND EQUIPMENT USED

Must be able to utilize the automated shared resource system and circulation module, networked personal computer and peripherals, printers, copy machine, telephone, calculator, paper cutter, laminator, elevator and book carts.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position requires the employee to frequently walk, sit, and talk or hear. The employee is frequently required to use hands to finger, handle, feel and/or operate objects, tools or controls. The employee is frequently required to reach with hands and arms. The employee is occasionally required to climb, balance, stoop, kneel, crouch or crawl.

The employee must frequently lift and/or move up to 25 pounds and push/pull carts on wheels weighing 300-400 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a library environment. The noise level in the work environment is usually quiet to moderately noisy.

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approved by the Whitefish Bay Library Board of Trustees on November 23, 2011.

Employee: _____ Date: _____

Library Director: _____ Date: _____

Village Manager: _____ Date: _____