

Circulation Aide

Reports to: Circulation Services Manager or Youth Services Manager

Typical Responsibilities of Position

Under general supervision, performs advanced clerical work or technical services work, serving library patrons directly or indirectly.

Duties/Examples of Work

1. Assists users at the service desks.
2. Arranges returned materials on book trucks, and reshelves them in proper order.
3. Performs limited acquisitions procedures, such as checking in material and claiming periodicals.
4. Assists with collection maintenance such as shelf reading, straightening, pulling items to be deleted, shelving returned materials.
5. Pulls materials for the pull list and interlibrary loan requests.
6. Mails notices to patrons daily.
7. Reconcile patron accounts including claim returns, missing items, fines, fees.
8. Performs light material maintenance such as disc resurfacing, minor repairs, covering and stamping books.
9. May plan, prepare and implement library programming including library visits and tours.
10. Performs keyboarding and filing.
11. Performs light housekeeping.
12. Performs other duties as assigned.

Knowledge and Abilities

1. Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, colleagues, and supervisors.
2. Understanding of basic library principles, procedures, technology, goals, and philosophy of service.
3. Ability to effectively present information and respond to questions from patrons.
4. Ability to understand and follow instructions verbally and in writing.
5. Ability to maintain confidentiality of library patron information.
6. Ability to work independently, organize and prioritize work, respond to varied/changing work demands, and make decisions as required.
7. Ability to maintain a regular work schedule.
8. Ability to perform moderately heavy physical work.
9. Ability to use library hardware and software; including ability to use library databases and other technological resources.
10. Ability to understand and apply library procedures.
11. Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education activities including opportunities outside the library.

Physical Demands of Position

1. Working in confined spaces.
2. Sitting, standing, walking, climbing (with short step stool), bending, twisting, stooping, kneeling, and crouching.
3. Picking up and shelving books and other library materials.
4. Lifting and carrying 35 pounds or less.
5. Pushing and pulling objects weighing 300 to 400 pounds on wheels.
6. Speaking and hearing on the telephone.
7. Keyboarding, writing, filing, sorting, shelving, and processing.

Mental Requirements of Position

1. Analytical skills: identify issues and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
2. Creative decision-making: effectively evaluate or make independent decisions based upon experience, knowledge, and training.
3. Communication skills: effectively communicate ideas and information in both writing and speaking.
4. Mathematical ability: calculate basic arithmetic (addition, subtraction, multiplication, and division) with or without the aid of a calculator.
5. Time management: set priorities to meet assigned deadlines.

Environmental/Working Conditions

1. Flexible work hours; frequent evening and weekend hours.
2. Inside work environment with a minimum of outside work.

Equipment Used

1. Book trucks for transporting materials to proper areas for reshelving.
2. Bins for retrieving materials from outside book drops.
3. Computer workstation, cash register, copier/printer, telephone, media equipment.

Education and Experience

1. Bachelor's degree, or significant library, or customer service experience.
2. Library experience in organization of materials preferred.