

Job Title: Circulation Assistant	Department: East Circulation / West Circulation / Hahnville / Norco / St. Rose / Paradis
Classification: Library Technical Assistant I	FLSA Status: Non-Exempt
Reports to: Circulation Supervisor	Supervises: None

### Primary Duties

- Provide friendly and helpful service to library patrons.
- Assist patrons at service desk and over telephone by performing circulation duties. (For example: checking out and renewing materials; placing holds; collecting fees and fines; registering borrowers; explaining policies and procedures and granting exceptions when necessary.)
- Perform other procedures related to circulation of materials. (For example: checking in materials; processing holds; processing overdue and other notices; emptying materials return bins; maintaining inventories, statistics. May assist with processing lost/damaged materials.)
- Provide reference and research assistance to patrons, assist patrons in finding materials and using electronic resources.
- Answer telephone in a timely, friendly and professional manner, take messages, route telephone calls to appropriate destinations.
- Plan and coordinate programs and exhibits to create interest in and enjoyment of the library as directed by supervisor.
- Represent the library at various promotional events and activities as directed by supervisor.
- Create flyers and other publicity materials to advertise upcoming programs and services.
- Deal with behavioral issues that may disrupt normal use or operation of the library. Assist with maintenance of building security. For example: enforcing library policies for patron behavior; participating in disaster and emergency procedures; completing incident reports and calling police or other official assistance, when necessary.
- Prepare materials for shelving or filing. Inspect, clean as necessary, and sort materials.
- Search stacks and other areas for claimed returned, traced, lost, missing, or other items.
- May make closing and other necessary announcements.
- Attend training courses and undertake special training activities as directed.
- Perform work of library page, as needed or assigned. May direct routine tasks of library page.
- May perform similar work in other departments or branches.
- Work cooperatively and in professional harmony with staff members, administrators, and the community.
- Follow all library policies and procedures.
- Perform other duties and assignments as required.

## **Education, Experience, and Training**

- Must be at least 18 years old and have a state approved or accredited high school diploma, General Equivalency Diploma (GED) or High School Equivalency Diploma plus one year of college or special skills and appropriate experience.

## **Knowledge, Skills, and Abilities**

- Ability to provide courteous public service and to present clear explanations of established policies and procedures. Ability to think and act appropriately under pressure.
- Ability to learn and effectively use the library's automation system to check materials out to patrons, check returned materials back in, register new patrons, place holds, etc.
- Ability to use computers and assist patrons in using library computers.
- Familiarity with Microsoft Office Suite or other open source office programs, the Cloud, social media, tablets, e-readers and smartphone devices.
- Ability to find and download applications from multiple app stores on multiple devices.
- Ability to create flyers, documents, spreadsheets and assist others in the use of the Microsoft Office suite and the Internet.
- Ability and willingness to learn and use new software.
- Strong communication and interaction skills and the ability to relate to people of all ages.
- Ability to provide research assistance.
- Willingness and ability to assist in planning and organizing library programs and activities.
- Exhibit flexibility and possess a high degree of patience and tolerance.
- Ability to follow multi-step written and/or verbal instructions and to perform routine procedures involving several steps. Ability to exercise valid judgment in evaluating situations and making decisions. Ability to work with limited direct supervision.
- Ability to accurately and efficiently sort and shelve materials in alpha-numeric order.
- Ability to establish and maintain effective working relationships with library staff members and the public.
- Ability to work in a team setting. Willingness to assist and support coworkers, contribute ideas, and maintain flexibility.
- Ability to adapt to a rapidly changing environment.
- Capacity to be easily understood on telephone. Demonstrated knowledge of proper telephone etiquette; ability to use phone systems; ability to take messages and route them to the appropriate staff member or department.
- Willingness and ability to understand and support the fundamental principles of library services, such as: open access to library materials in any format for people of all ages; the library's obligation to provide materials representing as many points of view as possible; and a patron's absolute right to privacy in dealings with the library and with respect to records maintained by library.

**Hours and Working Conditions:**

- Regular work schedule is 40 hours per week and may include some weekend and evening hours.
- Ability to lift and move items and materials up to 40 pounds in weight; push or pull carts loaded with materials weighing more than 150 pounds.
- Must be able to place books and other materials in proper alpha-numeric order on shelves at various heights, ranging from floor level up to 84" high. May need to use step stool.
- Must be able to perform job in areas where seating cannot be provided.
- Must be able to work in book stack areas where there is exposure to dust, newsprint, etc.

## **Addendum: Teen Services (East Regional and West Regional)**

### **Primary Duties**

- Collaborate with the circulation supervisor, branch librarian and the teen services librarian to develop, facilitate and promote innovative programming and activities for teens in a direction that is compatible with contemporary teen culture.
- Work with the circulation supervisor, branch librarian and the teen services librarian to develop and conduct outreach to the local middle and high schools to inform students and teachers of library news and events.
- Create flyers and other publicity materials to advertise upcoming teen programs and services.
- Create displays to support teen programming.
- Ensure the teen area and any teen display areas within the branch are neat and orderly.
- Form relationships and work cooperatively with local middle and high school media specialists.

### **Knowledge, Skills, and Abilities**

- Have a sincere interest in working with teens.
- Possess a broad knowledge of young adult literature.
- Understand the needs of teens.