



**C.A. Friday Memorial Library
Job Description**

Position Title: Circulation Assistant	Department: Library - Circulation
Reports To: Circulation Coordinator	FLSA Code: Non-Exempt

Position Summary: The position of circulation assistant is responsible for providing front-line customer service and circulation assistance, shelf maintenance, and clerical support using library automation software. Additional duties include checking books in and out, data input, material mending, and communicating with customers via telephone and email.

Essential Functions: These functions will comprise approximately 70-100% of your time on an average work day, but may fluctuate as business needs change.
➤ Check all library materials in and out.
➤ Register new library customers and update customer records in database.
➤ Inspect incoming materials for damage.
➤ Perform routine library computer functions such as running reports and generating notices.
➤ Perform routine book maintenance and processing including adding stickers/spine labels, covering books, mending spines and torn pages.
➤ Answer telephones and provide routine information on library services or refer and transfer calls.
➤ Answer basic customer service inquiries regarding library services and policies, including assisting customers with copy/fax/printing services.
➤ Assist customers with basic computer questions and with login support. Monitor PC time management software.

Other Responsibilities: These functions will comprise up to 25% of your time.
➤ Sort and route mail.
➤ Perform library opening and closing procedures.
➤ Shelve library material and read shelves.
➤ Compile statistics for reports.
➤ Perform other duties as assigned.

The City of New Richmond and Friday Memorial Library Board of Trustees has reviewed this job description to ensure that essential functions and other responsibilities have been included. It is not intended to serve as an exhaustive list of all functions, responsibilities, skills and abilities.

Additional functions and requirements may be assigned by supervisors as deemed appropriate and as business needs change.

Knowledge: Must have knowledge and understanding of the U.S. alphabet, alpha/numeric fluency. Must have basic knowledge of PCs.

Skills/Abilities: Strong organizational, customer service and interpersonal communication skills with an above average attention to detail. Must be sensitive to customer privacy and intellectual freedom issues and must demonstrate an ability to multi-task in a fast-paced environment. Ability to navigate the library classification system and work with minimal direction while completing tasks in a timely manner. Ability to operate library machines including copy/fax/scan, paper cutter, and disc repair and to utilize data processing applications as they apply to library functions. Must be able to work a variable work schedule which would include daytime, evening and weekend hours.

General Core Competencies: Communication, Cooperation and Teamwork, Commitment to Quality, Customer Service, Professionalism, Critical Thinking and Problem Solving.

- **Communication** – Uses communication styles and methods effective for the situation and audience.
- **Cooperation and Teamwork** – Works effectively with diverse teams to achieve collective goals.
- **Commitment to Quality** – Improves work practices to achieve desired results.
- **Customer Service** – Ability to respond to our clients and anticipate their needs.
- **Professionalism** – Meets or exceeds workplace guidelines, standards and specifications.
- **Critical Thinking and Problem Solving** – Demonstrates the ability to make decisions, identify, analyze and solve problems, and take action as appropriate.

Position Evaluation Factors:

Organization Contacts: Carleton A. Friday Memorial Library customers and staff. City of New Richmond staff.

Education and Experience: High school diploma or equivalent is required. Minimum of 1 year experience in a fast-paced customer oriented environment required.

Physical Requirements: This position consistently requires the ability to stand, work with hands and fingers to manipulate objects and the ability to retrieve and replace materials on shelves at various heights. Must possess visual acuity sufficient to see at close-up levels and perceive depth. Position frequently requires walking, bending at the waist, twisting the upper body, reaching, talking, hearing and the ability to adjust vision as needed. Occasional sitting, lifting and carrying up to 35 pounds, climbing, balancing, and crawling. Some pushing of up to 75-100 pounds, kneeling and crouching is inherent in the position.

Working Conditions: Work is performed indoors, and includes consistent customer contact. The incumbent will work independently and as a part of a team. Work schedule is variable and

Approved 12/19/17

includes daytime, evening and weekend hours. Occasional exposure to heights, heat, cold, temperature changes, noise, odors and dust. May work outside on an occasional basis.