

Norton Public Library
Job Description: Circulation Assistant

CIRCULATION ASSISTANT

POSITION SUMMARY:

Para-professional part-time position performs customer service duties at the circulation desk and assists where needed in the library. Position reports to the Circulation Supervisor under the supervision of the Library Director.

DUTIES and RESPONSIBILITIES:

- Performs all circulation functions such as: greets library users in person and on telephone; charges and discharges library materials; renews and reserves items for patrons; issues borrowers' cards.
- Answers directional and other basic questions
- Assists patrons in the use and location of library materials
- Assists patrons with library resources and technology
- Assists with promotion of the library's mission & its programs and services
- Reserves museum passes and study rooms
- Explains and upholds library policies and procedures
- Maintains confidentiality of patron records and other sensitive information
- Assists patrons in the use of library resources and technology (online catalog, computers, printers, copiers, internet, apps & on-line databases)
- Provides readers' advisory and ready reference services
- Upholds the American Library Association "Library Bill of Rights" and the "Freedom to Read Statement"
- Assists with collection maintenance, including shelving, shelf reading, cleaning, emptying book and media returns
- Other duties as assigned

Qualifications and Requirements:

- friendly, helpful, customer-service oriented
- excellent public service skills and a genuine enjoyment for working with patrons of diverse backgrounds and with a wide variety of needs and abilities
- able to communicate effectively with staff and members of the public in a courteous and tactful manner
- comfortable working with computers and current technology
- willing and able to learn new library procedures and practices
- personal responsibility and a patient and friendly temperament
- accuracy and attention to detail, punctual and discreet
- able to understand and follow written and oral directions
- physical ability to lift, retrieve, sort, push carts, and shelve materials at high and low levels
- manual dexterity needed for keyboarding and other repetitive tasks
- vision must be good or corrected to normal to perform job duties
- able to multi-task in a fast-paced work environment
- must be flexible in order to adjust to workload and library schedule
- dependable and a team player