



## **CIRCULATION CLERK ILL** **Library Assistant I**

### **Job Summary:**

This position involves customer service to library users by checking materials in and out, handling customer accounts and fine/fee transactions, producing fines reports, responding to customer inquiries by phone and in person, and providing other assistance within the library. The main focus will be in assisting with programming, marketing, managing meeting room schedules, and managing material requests from schools, teachers and Inter Library Loan requests.

### **Minimum Qualifications:**

High school diploma or equivalent required. Relevant library experience desirable.

### **Required Competencies:**

- Ability to communicate effectively with staff and patrons and interact with public in a consistent, friendly and courteous manner.
- Ability to establish and maintain effective working relationship with co-workers.
- Ability to learn and follow the general rules, regulations and procedures of the library system.
- Ability to understand and follow written and oral instructions.
- Ability to handle money and make change.
- Ability to work with limited supervision, pay attention to detail, and exercise sound independent judgment.
- Ability to withstand extensive standing while working.
- Requires physical agility and strength to bend, reach, lift and carry (up to 25 lbs), and push/pull loaded book carts when shelving materials.

### **Essential Duties:**

- Be a collaborative team member, sharing responsibility for building supervision, working towards ensuring the proper maintenance and organization of the library and its collections, and in helping the library provide a welcoming, comfortable, and safe place for the community.
- Provide prompt, knowledgeable and courteous service in answering circulation, directional and basic reference questions.
- All of the following circulation functions: checking in and out library materials, renewing items, contacting patrons for holds, collecting fines and fees, retrieving items from the book drop, registering patrons in an accurate and timely fashion and performing routine library computer functions.
- Doing one's part to help maintain proper organization of the library, including shelving items in the proper place and order, shelf reading to insure the collection's accuracy, and processing hold, recall and loan transactions for branch libraries.
- Assist with programming to meet the needs of the community and manage schedule for all meeting rooms.
- Process Inter Library Loan transactions in a timely and efficient manner.
- Update online, physical displays and signage to promote the collection.
- Flexibility to work on weekends and nights when needed.
- Share responsibility for building supervision, opening and closing procedures.
- Performs related work as required.