
Position: Library Circulation & Adult Services Assistant

Hours per week: 34.5 – 37.5 (evenings and Saturdays required)

Wage: \$16.50 per hour with benefits

Supervisor: Library Director

General Description: The Circulation & Adult Services Assistant provides excellent customer service to all library patrons and visitors, and assists the Director with adult programs, marketing, community engagement, and collection management. This position includes decision-making responsibilities.

Qualifications & Requirements:

- Bachelor's degree
- At least one year of library experience
- Proficient in technology: computers, software, the internet, printers, mobile devices, and social media, for example
- Enjoy helping the public

Essential Job Functions: The duties for this position include, but are not limited to, the following:

- Circulation Desk tasks
- Plan, promote, and implement adult programs
- Create informational brochures, bookmarks, flyers, displays, bibliographies, and other projects
- Create posts for library's social media
- Select material for, lead, and promote, monthly adult book club
- Generate ideas and establish relationships with community members to further promote the library and its services
- Assist with promoting and maintaining adult collections
- Attend meetings, classes, and webinars; serve on library system committees as assigned by the Director
- Assist in training new library employees
- Supervise Library Pages when Director or Youth Librarian are unavailable
- Create positive experiences for patrons
- Perform other work as assigned by the Library Director

Knowledge/Skills Required:

- Ability to work independently, organize and prioritize work, respond to varied/changing work demands, and make decisions as required
- Proficient in computer software and applications (Microsoft Office and Google docs/sheets, for example)
- Proficient in office equipment, library operating system, databases, and search engines
- Ability to assist patrons with their technology needs
- Ability to plan, organize, and implement adult programs
- Ability to follow detailed directions
- Ability to maintain and foster cooperative and courteous working relationships with the public, peers, and supervisors
- Proficient in graphic design (Canva)
- Willingness to continually learn and use new technology
- Ability to effectively present information one-on-one and in groups
- Working knowledge of library methods, operations, services, and materials
- Ability to understand library policies and procedures and apply them to library operations
- Ability to direct and supervise the work of others, as necessary
- Willingness to maintain and improve skills through participation in appropriate training and education sessions
- Ability to assist in training new library employees
- Ability to keep confidential records
- Ability to use good judgement in all circumstances

Environmental/Working Conditions:

- Flexible work hours, including evenings and weekends
- Primarily inside, and occasionally outside, work environment

Physical Skills Required:

- be able to work with hands neatly and accurately
- be able to talk, listen, and concentrate
- be able to push and pull a fully loaded book truck
- be able to lift 20 pounds without assistance
- be able to bend, stoop, stretch, reach, twist, and kneel
- be able to sit, stand, or walk for extended periods of time

Circulation Desk Tasks:

These tasks are the responsibility of every staff member. This list is not to be construed as exclusive and all-inclusive; other duties may be required and assigned, but this list identifies the various duties that will be performed on a regular basis.

- Check library materials in and out, and inspect items for damage
- Empty book drop
- Library opening and closing procedures
- Process incoming materials from daily van delivery
- Pull patrons' holds (pick list), and fill new holds
- Assist patrons with SHARE catalog, holds, renewals, account questions, locating materials, reference questions, and reader's advisory
- Refer patrons requiring advanced assistance to the appropriate staff
- Assist patrons with computer, printer, photocopier, and scanner
- Fax paperwork for patrons
- Answer the telephone courteously and attentively
- Monitor and promptly respond to library's email messages
- Explain library card policy to library users, inspect users' identification, and issue library cards
- Collect fines and fees, in cash, check, and credit card
- Assist patrons with OverDrive/Libby and similar services, on a variety of devices
- Adhere to, and enforce, library policies and procedures
- Maintain hold shelf
- Take interlibrary loan requests and route requests to the appropriate staff
- Keep necessary supplies filled
- Process and mend materials
- Shelve library materials and read shelves
- Perform light housekeeping
- Perform other work as assigned