

TITLE: Circulation Assistant

GRADE: 2A

GENERAL DESCRIPTION: Works primarily in the Circulation Department performing customer service duties, merchandising and assisting with outreach.

SUPERVISION RECEIVED: Under the direct supervision of the Circulation Department Supervisor, or other designated Supervisor.

SUPERVISION EXERCISED: May supervise Pages as assigned.

EXAMPLES OF DUTIES,
INCLUDING BUT NOT LIMITED TO:

1. Provides in-person, telephone, and online customer service. Provides accurate answers related to directional and Circulation inquiries. Has an organizational awareness and ability to locate and provide accurate information about programs and services throughout the Library; referring questions when necessary.
2. Uses automated systems and follows procedures to register patrons, charge and discharge materials, manage reserves, collect/record payments.
3. Inspects returned items for damage and performs simple maintenance and repairs on these items.
4. May participate in the planning, design and maintenance of merchandising displays.
5. Maintains order in shelving areas including sorting, shifting and shelving materials.
6. Identifies items to be moved from the new to the regular collections, performing all clerical tasks involved in the relocation of these items.
7. May route Interlibrary Loan and Interlibrary Delivery materials; sorts, packs, unpacks and delivers items to Departments within the building.
8. Collects Circulation Department statistics
9. Participates in community outreach activities.
10. Performs other related tasks as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

1. Strong public service attitude and familiarity with general library organization and activities. Ability to meet and serve the public pleasantly, tactfully and informatively while maintaining confidentiality.
2. Ability to maintain effective working relationships with coworkers and the public in a diverse workplace setting.
3. Ability to take direction and follow through. Self-motivation, initiative, attention to detail, flexibility and independent judgment as well as excellent writing and verbal communication skills.

4. Commitment to an equitable and inclusive approach to public service and a demonstrated ability to connect with and relate to people from all walks of life.
5. Proficient in the use of email and various web browsers. Working knowledge of a Windows desktop environment and Microsoft Office applications including but not limited to: Word, Excel, Publisher, PowerPoint, etc.
6. Basic knowledge of the Library's downloadable collections.
7. Ability to organize and prioritize work.

EDUCATION/EXPERIENCE:

1. Any such combination of education, experience or training, as would indicate the applicant's ability to do the work.
2. Bilingual candidates highly desirable.

PHYSICAL DEMANDS/
EQUIPMENT UTILIZED:

While performing the duties of this job, the employee is regularly required: to use hands; to frequently stand for long periods, walk, stoop, bend and reach with hands and arms; to occasionally kneel or crouch; to regularly lift and/or move up to 10 lbs. and to regularly push carts up to 200 lbs. This position requires use of standard office equipment such as personal computer, scanner, telephones, fax and copy machines. The Stratford Library is committed to the full inclusion of all qualified individuals. As part of this commitment, the Stratford Library will ensure that persons with disabilities are provided reasonable accommodations.

WORK ENVIRONMENT: Standard library environment; noise level is usually moderate.

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