



Elmwood Park

PUBLIC LIBRARY

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Circulation Assistant

Date of Revision:

November 2021

Status:

Part-time, Non-Exempt

Department:

Circulation & Technical Services

Reports to:

Circulation & Technical Services Manager

Supervises Staff:

No

Job Grade:

3

Job Summary:

The Circulation Assistant is the first and last point of contact for individuals visiting the building and is responsible for a variety of procedures that support patron use of the library. From account creation to checking out materials, the Circulation Assistant provides excellent customer service to people with a focus on access to library materials. This position works closely with peers in the department and throughout the organization to connect patrons with the library resources they are looking for.

Minimum Qualifications:

Education and Experience:

- High school diploma or equivalent.
- 1 year experience working in a position with direct customer service responsibilities; preferably in libraries, retail, or account management.

Knowledge, Skills and Abilities:

- Strong attention to detail and ability to regularly switch between tasks without losing accuracy.
- Demonstrated ability to provide excellent customer service.
- Familiarity with technology currently used in a library setting, including Microsoft Suite, Google Suite, and Windows operating systems as well as a comfort and willingness to learn new technologies as they emerge in the profession.
- Strong written and oral communication skills, ability to communicate effectively in English.
- Good interpersonal skills and the ability to establish, maintain, and foster cooperative and courteous working relationships with the public, peers, and supervisors.
- Ability to work with minimal supervision, establish and maintain priorities, meet deadlines, exercise initiative, and make independent decisions.

Desired Skills:

- Ability to speak, read, and/or write in Spanish, Polish or Ukrainian.
- Familiarity with SirsiDynix WorkFlows.

Essential Job Functions:

- Performs all circulation functions at the circulation desk including checking in and out materials, processing RAILS ILL materials, placing and retrieving holds, creating and managing patron accounts, and faxing.
- Accepts payments on behalf of the library through the cash register.
- Provides assistance to patrons – in person, online, and on the phone - and instructs them in the use of library resources.
- Provides support to new staff members on procedures at the Circulation desk.
- Participates in planning library card promotions, displays, and other internal service initiatives.
- Conducts inventory on library materials and checks the shelves for accurate placement of items.
- Tracks activities at the Circulation desk through the desk statistics sheets.
- Creates and maintains a welcoming, safe and comfortable library environment for all patrons.
- Supports, upholds, and serves as an example of the Library's core values statement.

Additional Duties:

- Participates in community events and other outreach opportunities as needed.
- May create content for Library website and social media accounts.
- Attends regular meetings, workshops, and training sessions.
- Follows policies and staff emergency training to navigate difficult situations using independent judgment.
- May participate in library committee work.
- Other duties as assigned.

Working Conditions/Job Requirements:

- Extensive hours of computer use.
- Lifting or moving loads up to 20 lbs, with or without accommodations
- Requires some evening and weekend shifts.