

Job Title: Library Associate I: Circulation Associate

Supervisor: Director or Library Associate II

FLSA: Full-time or Part-time/non-exempt

Summary

The Circulation Associate greets and directs library patrons, and charges and discharges library material in accordance with established library policies and procedures. This position will also be responsible for organizing monthly adult programs.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Assists patrons at the service desk and over telephone by performing procedures related to circulation of materials. For example: checking out and renewing materials, checking in materials, placing holds, collecting fees and fines, registering new patrons, explaining policies and procedures, pulling holds and contacting patrons, checking in and preparing courier run and all other duties associated with circulation.

Answers patron informational and directional questions, including computer issues.

Deals with problem patrons, particularly those who disrupt normal use or operation of the library, or attempt to unlawfully remove library materials from premises.

Inspects, cleans as necessary, and sorts material for reshelving; shelves materials; shelf read the library periodically to insure materials are in their proper place; straighten shelves as needed.

Performs other clerical duties such as photocopying, faxing, and filing

Opens and closes the library in accordance with library procedures and policies.

Organizes library programs for adults by connecting with community members or by developing programs with the assistance of other library staff.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources effectively.

Use of Technology - Demonstrates required skills; adapts to new technologies; troubleshoots technological problems; uses technology to increase productivity; keeps technical skills up to date

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service ; responds to requests for service and assistance; meets commitments.

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Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.

Teamwork - Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values.

Organizational Support - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities.

Attendance/Punctuality - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.

Quality - Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Quantity - Completes work in timely manner; strives to increase productivity; works quickly.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School Diploma, or GED, plus two years related experience and/or training; or equivalent combination of education and experience. Library experience preferred.

Language Skills

Ability to read and interpret documents such as policies, procedures, and instructional manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Computer Skills

To perform this job successfully, an individual should have knowledge of and be proficient in Microsoft Office, Email, Internet Searching abilities, and be comfortable operating office equipment such as copiers and fax machines. Experience with Evergreen Integrated Library System a plus.