

**Job Title:** Circulation Services Assistant I

**Direct Supervisor:** Circulation Services Manager/Lead Circulation Services Assistant

**Job Classification:** AG2

**FLSA Status:** Non-Exempt

**Core Functions:**

- Perform check-outs, check-ins, and renewal of Library materials using a computerized material control system
- Process CLEVNET materials, including holds and receipts of both inbound and outbound shipments
- Answer incoming phone calls and refer calls to appropriate personnel for assistance; provide general information about the Library to patrons
- Oversee use of public computers; assist patrons with basic software and computer related tasks and printing; monitor computer usage and keep statistics as required
- Perform a variety of clerical tasks, including but not limited to processing library card registrations, updating patron records, collecting fees, assisting patrons with voter and Golden Buckeye registrations, overseeing public meeting room check-ins and check-outs, etc.
- Assist in building opening, closing, monitoring, and maintaining security and safety measures
- Explain Library policies and procedures to patrons
- Other related duties as assigned

**Knowledge and Skills:**

- Ability to interact with a diverse public effectively, using tact and good judgement
- Must be accurate and detail-oriented
- Ability to follow directions and complete assignments in a timely fashion
- Ability to communicate effectively and work with Library patrons and staff
- Ability to organize tasks and make responsible decisions, and to work with minimal supervision
- Ability to read and shelve library materials both alphabetically and using the Dewey Decimal Classification System

**Qualifications:**

- High School graduate or equivalent
- Experience working with the public and the desire to give excellent customer service
- Computer experience, including Microsoft Office Suite and various web browsers; good keyboarding skills
- Physically capable of fulfilling job requirements, including grasping and lifting library materials and performing repetitive hand and arm motions for extended periods of time

**General Requirements:**

- Have and maintain good interpersonal and communication skills
- Maintain a tolerance and sensitivity to the needs of Library patrons and staff
- Maintain a positive attitude, and work cooperatively with others
- Know and enforce Library policies and procedures
- Support the Library's mission within the Library and the community
- Be flexible with regards to scheduling
- Be in adequate physical condition to fulfill job requirements