

Job Title: Part-Time Circulation Assistant	Department: East Circulation / West Circulation / Hahnville / Norco / St. Rose / Paradis
Classification: Part-Time Assistant	FLSA Status: Non-Exempt
Reports to: Circulation Supervisor	Supervises: None

### Primary Duties

- Provide friendly and helpful service to library patrons.
- Assist patrons at service desk and over telephone by performing circulation duties. (For example: checking out and renewing materials; placing holds; collecting fees and fines; registering borrowers; explaining policies and procedures and granting exceptions when necessary.)
- Perform other procedures related to circulation of materials. (For example: checking in materials; processing holds; processing overdue and other notices; emptying materials return bins; maintaining inventories, statistics. May assist with processing lost/damaged materials.)
- Provide reference and research assistance to patrons, assist patrons in finding materials and using electronic resources.
- Answer telephone in a timely, friendly and professional manner, take messages, route telephone calls to appropriate destinations.
- Plan and coordinate programs and exhibits to create interest in and enjoyment of the library as directed by supervisor.
- Represent the library at various promotional events and activities as directed by supervisor.
- Create flyers and other publicity materials to advertise upcoming programs and services.
- Deal with behavioral issues that may disrupt normal use or operation of the library. Assist with maintenance of building security. For example: enforcing library policies for patron behavior; participating in disaster and emergency procedures; completing incident reports and calling police or other official assistance, when necessary.
- Prepare materials for shelving or filing. Inspect, clean as necessary, and sort materials.
- Search stacks and other areas for claimed returned, traced, lost, missing, or other items.
- May make closing and other necessary announcements.
- Attend training courses and undertake special training activities as directed.
- Perform work of library page, as needed or assigned. May direct routine tasks of library page.
- May perform similar work in other departments or branches.
- Work cooperatively and in professional harmony with staff members, administrators, and the community.
- Follow all library policies and procedures.
- Perform other duties and assignments as required.

## **Education, Experience, and Training**

- Must be at least 18 years old and have a state approved or accredited high school diploma, General Equivalency Diploma (GED) or High School Equivalency Diploma.

## **Knowledge, Skills, and Abilities**

- Ability to provide courteous public service and to present clear explanations of established policies and procedures. Ability to think and act appropriately under pressure.
- Ability to learn and effectively use the library's automation system to check materials out to patrons, check returned materials back in, register new patrons, place holds, etc.
- Ability to use computers and assist patrons in using library computers.
- Familiarity with Microsoft Office Suite or other open source office programs, the Cloud, social media, tablets, e-readers and smartphone devices.
- Ability to find and download applications from multiple app stores on multiple devices.
- Ability to create flyers, documents, spreadsheets and assist others in the use of the Microsoft Office suite and the Internet.
- Ability and willingness to learn and use new software.
- Strong communication and interaction skills and the ability to relate to people of all ages.
- Ability to provide research assistance.
- Willingness and ability to assist in planning and organizing library programs and activities.
- Exhibit flexibility and possess a high degree of patience and tolerance.
- Ability to follow multi-step written and/or verbal instructions and to perform routine procedures involving several steps. Ability to exercise valid judgment in evaluating situations and making decisions. Ability to work with limited direct supervision.
- Ability to accurately and efficiently sort and shelve materials in alpha-numeric order.
- Ability to establish and maintain effective working relationships with library staff members and the public.
- Ability to work in a team setting. Willingness to assist and support coworkers, contribute ideas, and maintain flexibility.
- Ability to adapt to a rapidly changing environment.
- Capacity to be easily understood on telephone. Demonstrated knowledge of proper telephone etiquette; ability to use phone systems; ability to take messages and route them to the appropriate staff member or department.
- Willingness and ability to understand and support the fundamental principles of library services, such as: open access to library materials in any format for people of all ages; the library's obligation to provide materials representing as many points of view as possible; and a patron's absolute right to privacy in dealings with the library and with respect to records maintained by library.

**Hours and Working Conditions:**

- Regular work schedule is generally 20 hours per week and will be no more than 27 hours per week. It may include some weekend and evening hours.
- Ability to lift and move items and materials up to 40 pounds in weight; push or pull carts loaded with materials weighing more than 150 pounds.
- Must be able to place books and other materials in proper alpha-numeric order on shelves at various heights, ranging from floor level up to 84” high. May need to use step stool.
- Must be able to perform job in areas where seating cannot be provided.
- Must be able to work in book stack areas where there is exposure to dust, newsprint, etc.