

POSITION DESCRIPTION

POSITION TITLE: Circulation Aide 2

POSITION LEVEL: Part-Time – 20 hour position

SUPERVISOR: Head of Youth Services

GENERAL DESCRIPTION

Performs a variety of youth services circulation duties, collection maintenance, and programming preparation with a heavy concentration on public service. Strives for exceptional service for the community of Salem.

RESPONSIBILITIES TO THE PUBLIC

- Performs all circulation functions using computerized system.
 - Checks materials in/out/renew
 - Reserves materials
 - Collects extended use fees
 - Issues new patron cards/updates cards
- Notifies customers about reserved materials.
- Answers telephones and provides routing information or refers and transfers calls.
- Performs basic reference work or refers it to reference librarian.
- Assists all ages in locating materials through the OPAC.
- Assists all ages with use of variety of equipment, including but not limited to Tonies, AWE computers Wonder books, computers, and the Children's Cool Collection.
- Assists and instructs all ages in the basic use of library resources – print, non-print, electronic, on-line catalog, shared and consortial collections.
- Assists and instructs all ages in basic use of electronic devices and equipment.
- Assists and instructs all ages on services and features available through website and Catalog.
- Assists with programming registration and programming information.
- Resolves customer concerns in a pleasant and informed manner, referring the issue to appropriate staff as needed.
- Creates and/or assists in the creation of displays and signage as assigned.
- Regularly neatens play areas, tables & chairs, and book stacks after customer use.
- Performs related work as required.

COLLECTION RESPONSIBILITIES

- Assists in assuring accurate library shelving by shelf-reading and reshelving of materials, as assigned.
- Performs routine book maintenance and processing.
- Prepares for shelf, withdraws, and repairs materials as assigned.
- Evaluates and routes properly materials in need of repair or billing.
- Assists with collection projects as assigned.

RESPONSIBILITIES TO THE STAFF

- Treats all co-workers, supervisors and staff with courtesy and respect.
- Completes all tasks assigned in a timely manner.
- Provides clear notes, securely attached to items as needed, for other staff concerning open tasks.
- Ensures that all assigned tasks are done accurately and to stated standards.
- Performs opening/closing procedures in work area/public areas as needed
- Readily asks questions to obtain further clarification concerning tasks, procedures, and policies.

- Stays current with policies and procedures through frequent reading of the Circulation Blog.

RESPONSIBILITIES TO THE ADMINISTRATION

- Strives to provide exceptional service based on a thorough understanding of public service policies and procedures.
- Understands and follows the policies covered by the Employee Manual.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to comprehend and follow written and oral instructions.
- Strong sequencing skills. Ability to sort a cartload of books alphabetically or by other organizational order.
- Ability to learn classification systems, automated circulation system, and library policies and procedures.
- Ability to be courteous and pleasant at all times with customers and staff.
- Ability to establish and maintain effective working relationships with superiors, coworkers and customers.
- Basic keyboarding and computer skills.
- Ability to learn media and computer operations.
- Ability to pay attention to detail.
- Ability to physically grasp and pinch library materials for a prolonged period.
- Ability to meet or exceed the library's Core Competencies.

EDUCATION AND EXPERIENCE REQUIREMENTS

- High School Diploma or equivalent
- Experience in a library preferred
- Customer service experience preferred

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