



Alpha Park Public Library District

Job Description

Circulation Assistant

Supervisor: Operations Department Head

Department: Technical and Circulation Services

Classification: Nonexempt, Regular Full Time or Part Time, hourly (\$11.00-16.57)

General Statement of Responsibilities

The Circulation Assistant is a forward facing customer service job. Daily interactions with the patrons of our library are shaped directly by the Circulation Assistant. Under the direction of the Department Head and the Circulation Specialist, the Circulation Assistant performs all circulation functions, including checking out and discharging materials, processing library card applications, updating patron records, handling payments, processing holds and interlibrary loan requests, notifying patrons when items are available for pickup, and searching for lost items. The Circulation Assistant is a primary materials handler, and may also shelve books, and empty book drops (internal and external). This position requires strong attention to detail, and the ability to communicate procedures and policies to patrons with a positive and friendly attitude.

Qualifications, Education, Experience and Skills Desired

- Must not be averse to physical labor or cash handling
- High school diploma required; Library Technician Assistant certificate or associate's degree preferred
- Customer service experience preferred
- Must have good problem solving skills
- Must be able to prioritize and multi-task
- Open to learning new and continually updating library systems

Responsibilities

- Answer phones and direct calls accordingly
- Assist in other departments as library needs dictate
- Be familiar with library services and materials offered to inform patrons
- Copy and Fax documents for patrons
- Ensure patrons receive the materials they are seeking and guide them to additional sources if necessary
- Proactively engage patrons
- Process and sort all materials accurately and efficiently
- Print and mail service notices
- Receive and process cash and credit card payments
- Utilize online and app based resources (GoMerchant, Outlook, WorldShare, and FindmoreIllinois)
- Other duties as assigned

Working Conditions/Physical Requirements:

Evenings and weekend hours required

Lift up to 25 lbs. of materials

Push and steer loaded book carts

Stand for extended periods of time

Go from sitting to standing frequently and easily

Comfortable climbing, jumping, squatting, sitting, and additional physicality involved in job duties