

## Job Description

**Job title:** Library Assistant 2, Circulation

**Salary grade:** E

**Department:** Circulation

**Reports to:** Circulation Manager or Supervisor 1, Circulation

**Exempt?** No

**Supervisory responsibilities?** No

### Essential competencies that apply to all library employees

- Demonstrate enthusiasm for providing service excellence.
- Show commitment to customer satisfaction.
- Develop and maintain positive relationships with internal and external customers.
- Represent the library in a positive and ethical manner.
- Show a capacity for grasping concepts and ask questions to gain further understanding.
- Communicate effectively orally and in writing.
- Effectively use computer/technology skills for the position.
- Cross-trains in other areas of the library as appropriate.
- Complete work assigned on time and to the defined quality.
- Demonstrate prompt and regular attendance.
- Show that essential job functions can be performed with little or no supervision.
- Work cooperatively with managers and co-workers.
- Comply with library policies and operational procedures.
- Comply with safety and security standards; keep workplace safe and clean.
- Show flexibility and adaptability.
- Show initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.

### Essential duties

- Assists library patrons at the circulation desk, checking items in and out to customers.
- Assists customers in the use of the library and its resources.
- Maintains patron records by accurately entering data.
- Registers new patrons and issues library cards.
- Answers and/or transfers incoming telephone calls.
- Maintains hold requests and searches for reserved items.
- Provides directional guidance to resources for readers.
- Helps customers locate materials in the library and offers alternatives for items the library does not own.
- Provides minimal directional, technological and reader's advisory service, referring in-depth questions to appropriate library staff.
- Routes materials to technical services for cataloging or repairing.
- Creates interlibrary loan requests.
- Assists customers with Kansas library cards, and digital collection.
- Accepts cash and credit card payments for fines, fees and other items sold to patrons.
- Maintains security of patron credit card information under established guidelines.
- Maintains computer system security protocol by locking doors, drawers, computer screens, and managing passwords as directed.
- Checks in newspapers.
- Distributes guest passes and visitor badges.
- Retrieves returned items from book drops.
- Pre-sorts and shelves materials based on location and Dewey Decimal System; prioritizes workload with an emphasis on shelving carts and efficiently and accurately.

## Job Description

### Essential duties (continued)

- Maintains order and appearance of books and shelves by shelf-reading, shifting, merchandizing, and facing items.
- Pulls patron requested items.
- Assists with closing the library by following standard procedures.
- Assists with programs or events, including storytimes, as assigned. Tasks involve, and are not limited to, providing directional information, preparation and clean up, assisting children and youth with activities, preparing nametags

### Education and formal training

Required: High school diploma or equivalent.

Preferred: One year college education, technical training, or equivalent education.

### Experience

Required: One year customer service experience.

Preferred: Library experience.

*A combination of training and experience which provides the required knowledge, skills and abilities to successfully perform the job **may** be considered.*

### Special knowledge, skills, and abilities

Required: Ability to perform basic mathematical calculations without the aid of a calculator

- Ability to use office equipment such as copy machines, fax machines, computers and relevant software, etc.
- Ability to operate computers and relevant software.
- Ability to learn to use library resources and materials, information resources, and community resources and information.

### Physical and Environmental Factors

The duties of this job include physical activities such as climbing, reaching, lifting (up to 20 pounds), moving carts weighing up to 150 pounds, walking, grasping, feeling, fingering, talking, hearing/listening, seeing/observing, and repetitive motions. Specific vision abilities required by this job include close, distance and peripheral vision; depth perception; and the ability to adjust focus. Must be able to work under pressure and urgent deadlines, manage distractions such as telephone calls and other disturbances and deal with unpleasant social situations such as irate or disturbed individuals. Environmental factors include frequent distractions, unpleasant social situations such as irate or disturbed individuals, and the performance of repetitive motions and activities.

**Equipment operation:** Standard office equipment including but not limited to computer, tablet, printer, copier, fax, and phone.

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*Reasonable accommodations may be made to enable individuals with disabilities to perform essential job duties.*

*Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.*

*A criminal background and reference check is required for all library positions.*