

Loutit District Library

Job Description

Job Title: Library Assistant I – Circulation

Reports to: Circulation Lead

Job Summary:

The position of Library Assistant I - Circulation is a paraprofessional position. Under the supervision of the Circulation Lead, this position handles daily circulation of library materials, monetary transactions, library card registration, and champions customer service.

Primary Responsibilities:

- Provides exceptional customer service to patrons through face-to-face, email, and telephone interactions.
- Circulates all library materials at the customer-focused Checkout Desk.
- Operates cash register and handles monetary transactions at the Checkout Desk.
- Registers and issues library cards to patrons according to policies and procedures. Provides general information and direction to new and existing patrons. Verifies new card applications for accuracy.
- Processes deliveries from the Lakeland Library Cooperative. Manages interlibrary loans and holds service to include running lists from Integrated Library System, collecting items for processing, and packing delivery bags.
- Answers directional questions and refers patrons to the appropriate service desk or department as needed.
- Provides curbside deliveries, completes Capira mobile requests, and fulfills locker requests as needed.
- Assists the public in the use of library facilities including the self-checkout stations and the public copier machine.

- Assists patrons in locating materials through database searching and in the selection of books and materials to be ordered through the online catalog.
- Supports the department with material check-ins, inspecting materials, shelving, shelf-reading, and emptying book drops.
- Performs computer data entry.

Secondary Responsibilities:

- Supports the cataloging team with processing of library materials as assigned.
- Assists with the various phases of the materials acquisition process. Unpacks, reconciles invoices, and distributes library deliveries as assigned.
- Maintains records relative to assigned specific areas of responsibility and prepares reports as necessary or required.
- Creates displays and repairs library materials as needed.
- Assists with staff and/or volunteer training as assigned.
- Provides direction to volunteers or Library Aides as needed.
- Reads library journals/publications for professional development.
- Participates in staff meetings, library committees, and trainings.
- May attend local, regional, and state workshops and conferences.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities:

- Strong customer service skills, patience, and the ability to work with patrons with varying levels of ability.
- Familiarity with public library principles and practices. Ability to learn and apply local library policies.

- Organizational ability to set goals, meet deadlines, and work independently with a high attention to detail.
- Knowledge of the Internet, computers, search engines, and peripherals.
- Flexibility to embrace changing technologies to meet the needs of a diverse community with varying abilities.
- Familiarity with Microsoft Office and Google Suite, as well as popular digital services and devices.
- Ability to express ideas clearly and effectively to individuals and groups through verbal, written, and visual communication.

Requirements:

- High school diploma or equivalent.
- Public library or customer service experience is highly desired.
- Visual acuity necessary to view, enter, and access information on a computer screen and written materials with or without accommodation.
- Flexible schedule including evenings and weekends.

Working Conditions:

- Climate-controlled building. May work off-campus in a variety of environments.
- Fast-paced library setting with distractions.
- Ability to work harmoniously with other library employees and patrons.
- Supports an equitable, safe, diverse, and inclusive workplace.

Reporting Relationship:

Reports to Circulation Lead. In absence of that person, reports to the Person in Charge.

The above is intended to describe the primary job functions, the secondary functions, and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or requirements.

Approvals:

_____	_____	_____
Executive Director	Date approved	Date reviewed

_____	_____	_____
District Library Board	Date approved	Date reviewed