

POSITION DESCRIPTION
FINDLAY-HANCOCK COUNTY PUBLIC LIBRARY
An Equal Opportunity Employer
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Job Title:	CIRCULATION SERVICES ASSISTANT
Department:	Circulation Services
Immediate Supervisor:	Circulation Services Manager
Positions Supervised:	None

JOB RESPONSIBILITIES:

Under general supervision, the Circulation Services Assistant charges, discharges and renews library materials and provides public service to patrons.

QUALIFICATIONS:

High school diploma or equivalent and a minimum of one (1) year of customer service experience preferred.

WORKING CONDITIONS:

The Circulation Services Assistant may be required to work a flexible schedule, including evenings and weekends. Position requires occasional work at the Arlington Branch and/or the Bookmobile.

An individual who poses a direct threat to the health and safety of others in the workplace will be deemed not qualified for this position.

KNOWLEDGE OF:	SKILLS AND ABILITIES TO:
<ul style="list-style-type: none"> • Library policies and procedures* • Library services and office locations* • Public use library equipment* • Dewey Decimal Classification System* • Office practices and procedures • Basic computer operation • Library automation systems* 	<ul style="list-style-type: none"> • Organize, prioritize and coordinate multiple tasks • Present a positive, professional image to the public • Interact and respond appropriately to patrons and staff • Develop and maintain effective working relationships with supervisor and co-workers • Communicate effectively in written and oral form • Keyboard, basic level • Arrange items in alphanumeric or subject order • Accurately copy and record figures • Maintain confidentiality • Lift, retrieve and reshelve library materials • Demonstrate physical strength necessary to transfer materials from one location to another

*May be acquired after hire.

% OF TIME	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this position.)
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90% **CIRCULATION SERVICES**

- ★ Charges, discharges and renews library materials on automated system
- ★ Responds to questions from patrons in person and over the telephone
- ★ Directs patrons to appropriate area of the library
- ★ Assists patrons in using library copier
- ★ Handles patron complaints and forwards to supervisor
- ★ Monitors patrons to ensure appropriate behavior

★ *Denotes an essential function of the job*

% OF TIME	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this position.)
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CIRCULATION SERVICES – Continued

- ★ Collects and records fines, fees, copy machine and other monies, daily
 - Deposits monies received in bank
- ★ Enters payments received onto patron record
- ★ Assists patrons with library card applications
- ★ Issues new and replacement cards
- ★ Empties drop box
- ★ Creates and accepts the following forms:
 - Golden Buckeye
 - Voter registration
 - Donation forms for items given to FHCPL
 - Memorial forms
 - Application for employment
 - Library Services Evaluation Forms
 - Library Material Evaluation Forms
 - Suggestion Forms
 - Permission forms for minor’s Internet use
 - Permission forms for minors to check videos out on their accounts
- ★ Packages and collates audio-visual materials, as assigned
- ★ Processes items to and from other SEO libraries.

5% **SHELF MAINTENANCE**

- Arranges materials in complete order for shelving
 - Check materials for damage
- Searches for missing books and audio-visual items

5% **MISCELLANEOUS**

- Reports problems and/or concerns regarding maintenance and janitorial services within the department to the building supervisor for resolution

★ *Denotes an essential function of the job*

% OF TIME	ILLUSTRATIVE DUTIES: (The duties listed below are intended to depict tasks performed by this position.)
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MISCELLANEOUS - Continued

- Attends meetings and serves on temporary committees, as requested
- ★ Maintains and increases knowledge and skills through attendance at meetings, conferences, training seminars and in-service training sessions
- Performs additional duties and assignments, as required

★ *Denotes an essential function of the job*

Employee Signature

Date