

JOB DESCRIPTION

August 2021

Circulation Assistant

20 hours/week

Summary

The Circulation Assistant runs the Help Desk and provides a variety of essential patron services. The Circulation Assistant handles overdue functions, performs minor processing and repair duties, creates book displays, and takes on other tasks as assigned.

Duties

Customer Service from the Help Desk

Making sure that visitors have a positive library experience is the top priority for each member of the Library's staff. The Circulation Assistant runs the Help Desk during scheduled hours, and as such, is the primary contact point for patrons and visitors.

Help Desk Duties

- Greet adults, children, and telephone patrons in a friendly manner; answer questions and offers assistance.
- Check library materials in and out.
- Facilitate the use of the public access computers, digital collections, and databases.
- Help patrons use the iPad look-up stations, find materials, and place holds within the Catamount Consortium's Koha system.
- Offer and process interlibrary loan, if needed.
- Register new patrons and give them a brief orientation to the Library.
- Inform patrons and visitors about the Library's digital collections, the resources of the Vermont Online Library, Mango Languages, ebooks, and other online and digital services.
- Handle program and room registrations.

Circulation

The Circulation Assistant has primary responsibility for circulation during scheduled evening and weekend hours.

- Handle circulation functions, including holds and ILL requests.
- Handle overdue contacts for long overdue/lost materials.
- Update patron records when materials are returned or paid for.
- Report to Library Director on efforts to retrieve overdue and lost items.
- Report any Koha system problems to the Assistant Librarian and Library Director. Follow "system down" procedures to report urgent problems.
- Researches and creates attractive book displays on topics that may be of interest to our patrons or on timely topics.

Technical Services

- Assist with processing and cataloging of new library materials.

- Assess the condition of damaged materials and makes repairs, if possible, or refer materials to Youth Librarian or Library Director for possible replacement or withdrawal, if an item cannot be repaired.
- Uses online calendars and other office software the Library uses for internal communications, organization, and tracking.

Other

Occasionally assists with preparation for youth programs.

Perform other tasks, as assigned.

Work place communication

- Maintains a professional attitude and conduct in relationships with colleagues.
- Fosters a congenial workplace atmosphere that supports all staff.
- Communicates effectively with other staff.

Professional Development

Participate in relevant workshops and webinars, as time, budget, and needs of the Library permit.

Qualifications

Bachelor's degree preferred.

Excellent customer service skills; minimum one year experience in customer service field desirable.

Attention to detail and ability to handle multiple tasks.

Comfort with basic technology and a willingness and ability to learn new technology.

Willingness to work evening and weekend hours.

Effective verbal and written communication skills.

Send resume, references, and cover letter to rachel@waterburypubliclibrary.com.