

Derry Public Library Position Description

Position Title: **Circulation Library Assistant - 1**
(LA1 Circ)

Department: Circulation
Reports To: Head of Circulation
Approved: December 14, 2020

GENERAL SUMMARY:

Under supervision of Head of Circulation, responsible for assisting patrons and performing tasks of a clerical nature both manually and using the library's computerized circulation system. Accountable for supporting and implementing the Mission Statement, goals, objectives, and policies of the library.

ESSENTIAL JOB FUNCTIONS:*

- Promotes and supports the mission/goals/objectives of the library, abides by all laws governing libraries, implements and interprets all Derry Public Library policies and procedures.
- Performs Circulation Desk operations (checks materials in and out, renews items, places holds on materials, accepts money for fines/lost materials/non-resident cards/all items sold at the desk, issues new library cards and museum passes, provides access to Study Rooms, and controls borrowing of other misc. items).
- Provides general information about library services and facility.
- Directs patrons in person or via phone to appropriate department.
- Exhibits a commitment to customer service and possesses excellent customer service skills.
- Demonstrates the ability to manage inappropriate behavior with kindness and discretion.
- Participates in regular shelf-reading of the library collection.
- Shelves materials.
- Searches shelves for overdue items, claimed returned, missing items, and items from the Daily Pull List.
- Assists in updating bulletin boards, photocopying materials, and maintaining brochures.

OTHER DUTIES AND RESPONSIBILITIES:

- Maintains current knowledge of public libraries through attendance at training workshops and conferences.
- Participates in cross-training with other departments as required.

- Assists in the opening and closing procedures of the library.
- Maintains a clean and organized environment for patrons and staff, including the office and shared workspaces.
- Shares oversight of building security and patron/staff safety.
- Performs other duties as required.

SKILLS/EXPERIENCE/TRAINING REQUIRED:

- Education equivalent to completion of High School and six months to one year of related experience, or equivalent combination of both.
- Working knowledge of modern office procedures, practices, and equipment including the use of computers.
- Ability to operate a wide variety of office equipment.
- Ability to operate the telephone rapidly, calmly, accurately.
- Ability to communicate effectively both verbally and in writing, establish positive public relations for the library, and interact with a wide variety of people.
- Ability to follow written and oral instructions.

SUPERVISORY RESPONSIBILITY:

Supervises Pages in absence of Head of Department and Librarian 1.

WORKING CONDITIONS/PHYSICAL DEMANDS:

- Normal office environment, not subject to extremes in temperature, noise, odors, etc.
- Regularly required to stand, bend, reach, and lift books and materials.
- Spends extended periods at terminal, on the telephone, or operating other office machines requiring eye-hand coordination and finger dexterity.
- Regular interruptions in order to assist customers.

The above statements are intended to describe the general nature and level of the work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

External and internal applicants with disabilities, as well as incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of reasonable accommodation to be determined by management on a case by case basis.