

Circulation Aide



GENERAL DESCRIPTION: Under the direction of the Head of Operations, the Circulation Aide supports the Crown Point Community Library’s mission of being a community center for life-long discovery by providing excellent customer service and maintaining the collections of the Crown Point Community Library in proper order for easy access by patrons and staff.

ESSENTIAL FUNCTIONS OF THE JOB: The following is not a comprehensive list but a representative summary of the primary duties and responsibilities.

- Cooperate as a team member with the library staff in performing any duty essential to the achievement of efficient library operations and excellent customer service.
- Shelf materials accurately in the collections.
- Straighten the collection as necessary and check the correct placement of materials by “reading” the collection as assigned.
- Assist at the Circulation desk to check items in and out for patrons.
- Handle money accurately.
- Learn and interpret library policies, procedures, and functions to the public.
- Answer simple directional and informational questions with knowledge of library collections and services.
- Assist with referral questions and direct patrons.
- Straighten tables, seating areas and other sections of the library by removing books and other materials and returning them to the circulation desk.
- Assist in other library departments or buildings as assigned.
- Assist with other projects or activities as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to shelve materials in proper order according to alphabetical or numerical order.
- Skilled in use of technology to provide library services.
- Ability to communicate effectively and positively.
- Ability to demonstrate excellent customer service to the public and coworkers.
- Ability to work harmoniously and effectively with other library staff.
- Ability and willingness to assist with special projects.
- Ability to follow directions accurately.

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PHYSICAL DEMANDS: The physical demands described here are representative of the essential functions of the job. To the extent required by law, reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

- The employee is routinely required to stand, walk, climb, kneel or crouch.
- The employee must be able to lift or move up to 25 pounds.
- The employee will routinely push carts of books and other materials.
- The employee will routinely use the computer for tasks and customer service actions.

QUALIFICATIONS

- High school degree, or equivalent, required.
- Ability to interact positively and effectively with the public and staff.
- Flexible schedule, and able to work evenings and weekends. Rotating Saturday schedule required.
- Proficiency in the use of computers and basic MS Office software and email.
- Knowledge of organization of library collections.

Grade: 2A, \$11.49/hour
15 hours per week