Aloha Community Library Association

Circulation Assistant
Position Description

PURPOSE OF POSITION

The Circulation Assistant performs patron service and circulation duties; assists with reader's advisory and reference; and completes other projects such as technical services duties, statistics, etc. The ability to work evening and Saturday shifts is required.

The Aloha Community Library Association is committed to building an equitable and inclusive organization that embraces and amplifies the diverse voices of our community.

ESSENTIAL JOB FUNCTIONS

- Performs circulation functions, including checking materials in and out using an automated system;
- Provides patron service at the service desk, fielding questions and explaining policies in a courteous and timely manner;
- Inputs data to issue or revise patron library cards;
- Assists with the opening and closing of the library;
- Utilizes a personal computer to compose documents and compile data;
- Receives and counts cash, checks, and credit card payments;
- Shelves and straightens library material and shares responsibility for the general upkeep and tidiness of the library;
- Assists with training and coaching of circulation volunteers;
- Keeps supervisors and coworkers informed regarding work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems;
- Other tasks as assigned.

SERVICE STANDARDS FOR EMPLOYEES

These standards are to ensure the organization is focused on providing high quality service to the public and other employees. Employees are expected to meet these standards as part of their job responsibilities.

Communication:

- Acknowledge patrons by greeting them with a smile and positive tone of voice whether in person, on the phone or in email.

- Gather necessary information to assist the patron. Where possible, handle issues/questions/requests without transferring patron to someone else.
- Seek out answers to questions first; if unsuccessful provide name/contact information of someone who can assist.
- Listen, understand, and clarify to gain in depth understanding of the needs to ensure they are being met.
- Address difficult or contentious issues in a constructive manner.
- Be positive when speaking with patrons.

Respect:

- Be courteous and polite.
- Treat others with dignity and respect.
- Understand patron's expectations and treat them as a priority.
- Actively listen and give others undivided attention.
- Appreciate differing perspectives, opinions, and needs.
- Demonstrate integrity and build trust through credibility, reliability, commitment, and ethical behavior.

Responsiveness:

- Provide prompt and reliable service.
- Respond to phone/email as soon as possible.
- Follow through in a timely manner on commitments made to patrons and provide estimated timeline for completion.
- Change voicemail and email when out of office/unavailable and provide alternate contact person.
- Demonstrate a "can-do" approach.
- Exhibit problem-solving skills leading to sound judgment and quality decisions.

JOB QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Must be detail-oriented;
- Have excellent computer skills;
- Enjoy working with community members of all ages and backgrounds in our culturally and economically diverse area;
- Possess both an eagerness and an aptitude for acquiring skills in all areas related to providing quality library service;
- Have the ability to work independently and exercise initiative;

- Have a friendly and helpful attitude;
- Have the ability to be punctual and dependable in order to meet the needs of the library.

KNOWLEDGE AND ABILITIES

- Basic knowledge of public library operations, activities, principles, and procedures;
- Basic knowledge of library ILS;
- Knowledge of basic word processing and spreadsheet computer programs;
- Ability to exercise tact, initiative, independent judgment, and confidentiality consistent with library policy;
- Ability to deal effectively with distraught and/or difficult individuals;
- Ability to productively participate in a team environment;
- Ability to communicate effectively, both orally and in writing, and to understand and follow oral and written policies, procedures, and instructions;
- Ability to operate a personal computer;
- Ability to use a cash register and credit card reader;
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Ability to work within library ethics, the American Library Association Freedom to Read Statement and Library Bill of Rights, and to enforce the policies of the library.

PHYSICAL DEMANDS OF POSITION

Duties require the physical ability to push and pull loaded book trucks weighing up to 100 pounds, lift 40-pound book crates; and must possess the mobility to bend, stoop, reach, and climb. Manual dexterity and coordination are required to operate a computer keyboard, calculator, and standard office equipment for over 50% of the work period. Clarity of speech, hearing, and vision, with or without reasonable accommodation, is required to enable the employee to communicate effectively with coworkers and the public.

WORKING CONDITIONS

The principal duties of this position are performed indoors in close quarters with other persons, including children. Exposure to outdoor conditions may occur when assisting patrons, i.e., when opening the front door for mobility devices or bringing donations into the library.

SUPERVISION RECEIVED

Circulation work is performed under the direction of the Library Director and the Assistant Library Director.

ACCEPTABLE EDUCATION, EXPERIENCE, AND TRAINING

High school diploma or equivalent, preferably with some training beyond high school. Preference will be given to applicants with previous library work experience.