**Circulation Assistant II**

Vermillion County Public Library

**Primary Function:** Performs a variety of library circulation desk duties, answers the telephone, and assists in all areas of the library providing support when workload dictates. Follows many detailed computer and clerical procedures.

**Job Education and Experience**

1. Customer service work experience
2. Clerical and computer work experience
3. Cash handling work experience

**Job Knowledge, Skills and Abilities:**

1. Ability to communicate effectively with all members of the public with friendliness, tact, and diplomacy.
2. Ability to set priorities and complete projects independently and as a member of a team.
3. Strong oral and written English communication skills
4. Strong organizational and alphabetical/numerical filing skills with knowledge of the Dewey Decimal Classification System.
5. Proficiency using personal computer system and email, Internet, Microsoft Office programs, Integrated Library System (ILS), and other computer applications and standard office equipment relevant to job
6. Ability to learn and follow automated circulation procedures and library practices.
7. Ability to effectively prioritize work tasks and work well under pressure without direct supervision.
8. Ability to make decisions in accordance with established policies and procedures.
9. Ability to establish and maintain effective working relationship with staff and customers.
10. Ability to perform detailed clerical work and record keeping with accuracy.
11. Ability to work a flexible schedule including night and weekend hours.

**Physical and Mental Requirements:** Work is performed in a moderately busy library setting and subject to moderate noise. Must be able to walk, sit, stoop, reach, stand, talk, listen, and use equipment such as a computer, telephone, digital equipment and scanner, microfilm reader/printer, fax machine, and photocopiers. Must be able to retrieve library materials from stacks for patrons quickly and easily. Tasks require the ability to exert light physical effort in sedentary to light work which may involve some lifting, carrying, pushing, and/or pulling of objects and materials up to 50 pounds. Tasks may involve extended periods of time at a keyboard or workstation.

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Essential Job Duties and Responsibilities:**

* Works at the circulation desk using the Integrated Library System (ILS) efficiently for transactions in checking in/out library materials to customers, processing borrower cards, maintaining borrower records, and determining the status of materials; resolves problems with fees, library cards, and lost and overdue materials as well as customer issues.
* Answers phones and routes calls as necessary.
* Accepts cash and check payments for customer fees and accurately records payments following established procedures; shares responsibility of counting money in cash draw and balancing cash sheets at closing time.
* Keeps daily tally of number of patrons, computer users, etc.
* Assists and provides training to patrons in use of computer hardware and software, the library database, copy machines, and the Internet.
  + Assists patrons in locating materials through the OPAC or SHARE
* Monitors use of the library and its equipment.
* Organizes returned books and materials on cart for shelving in adult, teen, children’s and audiovisual collections. Shelves all returned materials as well as changing the status of items, and reorganizing book stacks as needed.
* Pulls books on hold and prepares Evergreen/SHARE ILL (INFO express) returns, receives ILL and processes. Notifies patrons about reserved materials.
  + Performs basic reference work or refers it to a librarian in charge
  + Participates in creating library displays and exhibits
  + Places reservations for gym, kitchen, and meeting rooms and maintains a calendar with these events
* Opens/closes the library facility as required.
* Performs any duties as designated by the director or other librarians.

**Occasional Responsibilities and Duties**

* Attends various Evergreen Indiana training and workshops to stay up-to-date with the automated Integrated Library System.

**Schedule:** Part-time 20-28 hours a week, including afternoon, evening, and Saturday hours. Willing to adjust to student schedule.

*The above statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified. This job description is subject to change by the employer as the needs of the employer and requirements of this job changes.*