



CIRCULATION SERVICES ASSISTANT

DEPARTMENT: Williamsburg Regional Library/Circulatory Services

NATURE OF WORK:

Under the supervision of the Circulation Services Director, the Circulation Services Assistant performs a variety of tasks to support the activities of the circulation services department, including complex procedures involved with the computerized transactions of library materials to the public. Also answers circulation and directional questions, collects money for late and lost library materials and sale items, and assists in opening and closing of the library.

ESSENTIAL FUNCTIONS OF THE JOB:

Works at the circulation desk on a regular basis, performing all related tasks.

Uses library automated system for transactions in the charging out of library materials, processing patron records, determining materials status, locating resources within the system, arranging for transfers of library materials, placing reserves, registering new patrons, and performing additional procedures as needed.

Learns new computer procedures for each upgrade and software release in a timely manner; runs computer reports as required.

Answers circulation and directional questions; refers other questions to appropriate person or department.

Oversees the tally and transfer of funds from the cash register to the safe.

Verifies and sends overdue notices; resolves problem files; receives and records overdue fines; sends related correspondence as needed; processes lost/damaged library materials to technical services; resolves patron records; and processes patron refunds.

Oversees the selection and delivery of materials to homebound patrons.

Assists in opening and closing procedures of library.

Assists in checking in, sorting, and shelving library materials as needed.

Assists in training new employees; may schedule and supervise department volunteers.

Monitors patron activities in the library, and may handle problems as they occur.

May participate in library-wide committees or projects.

Performs other duties as needed.

JOB LOCATION AND EQUIPMENT OPERATED:

The job is located in two library buildings. Administers work typically standing at a counter or public service desk. Work involves bending, reaching, lifting up to 25 pounds, walking, and other limited physical activities. Frequent operation of computer keyboard, barcode scanner, and cash register is required; other office equipment as needed. Regular contact is made with employees and the general public.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to learn and operate library automated system with high degree of efficiency.

Ability to organize work, set priorities, use time effectively, work independently, and meet deadlines.

Excellent written and verbal communication skills.

Must have desire to serve the public with friendliness, tact, and diplomacy.

Ability to follow through on numerous details and maintain records in a standard, orderly, systematic fashion and work well under pressure.

Ability to analyze and to creatively solve problems related to the position.

Basic knowledge of personal computer operations.

Accuracy in clerical skills, including typing and filing.

Ability to compare names and numbers quickly, resulting in working knowledge of the Dewey Decimal System.

Desire and ability to work with enthusiasm and initiative.

MINIMUM QUALIFICATIONS:

Undergraduate degree or combination of higher education and/or two years library or bookstore experience to provide the necessary expertise. Experience working with the public.

NECESSARY SPECIAL QUALIFICATIONS:

Requires the ability to travel among various library sites.

Date: July 2006

CircSvcsAsst813_163E1_05.doc

IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Circulation Services Assistant Position Number: 813
Department: Williamsburg Regional Library Division: Circulation Services

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. *Mental Abilities:* General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

II. *Verbal Abilities:* Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with other: Library staffs
throughout the County
- Not essential to job functions

2. Hearing/Listening:

- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function.

3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|---|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input checked="" type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input type="checkbox"/> Use radio/console | <input type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input checked="" type="checkbox"/> Other: <u>Stapler, tape dispenser, other office equipment</u> |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: Ability to move books, videos, audio materials. See also attached job description.

VI. Physical Demands:

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

Ability to manipulate materials and/or equipment (lbs)							Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift				✓				✓	
Push/Pull					✓			✓	
Hold/Carry				✓			✓		

Manipulation done from: ground to waist waist level waist to shoulder above shoulder
(Check all that apply)

Not essential to job function: Lift Push/Pull Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

- | <u>Ladders</u> | <u>Stairways</u> | <u>Steps</u> |
|--|---|---|
| <input checked="" type="checkbox"/> Step stool | <input type="checkbox"/> 1 flight | <input type="checkbox"/> 1-2 |
| <input type="checkbox"/> 8' to 10' step ladder | <input type="checkbox"/> 2 flights | <input type="checkbox"/> 2-3 |
| <input type="checkbox"/> Extension ladder | <input type="checkbox"/> 3 or more flights | <input type="checkbox"/> 3-4 |
| <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Not essential to job function | <input checked="" type="checkbox"/> Not essential to job function | <input checked="" type="checkbox"/> Not essential to job function |

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand			✓					✓	
Sit				✓				✓	
Walk	✓						✓		
Run									

If walking or running, over what type of terrain? flat rough both

Not essential to job function: Stand Sit Walk Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- 0-5x
 5-20x
 20-50x
 50+x
 Other _____
 Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- 0-5x
 5-20x
 20-50x
 50+x
 Other _____
 Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			