

CIRCULATION SERVICES ASSISTANT
813

DEPARTMENT/DIVISION: Williamsburg Regional Library/Circulation 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 division, 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:

Provides public services at the circulation desk, performing all related tasks.

Uses library automated system for transactions in the charging out of library materials, processing user records, determining materials status, locating resources within the system, arranging for transfers of library materials, placing reserves, registering new users, 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 division.

Operates cash register, transfers funds from the cash register to the safe, and reconciles daily receipts.

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 user records; and processes user refunds.

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 circulation services volunteers.

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

May participate in library-wide committees or projects, or attend staff development programs, workshops, or conferences.

Performs other duties as required.

JOB LOCATION AND EQUIPMENT OPERATED:

The job is located in Williamsburg Regional Library buildings. Administers work typically at a 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 staff members and the general public.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

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

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

Excellent written and verbal communication skills.

Must have desire and ability 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.

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.

Ability to sort/shelve fiction collections alphabetically by author's last name.

Desire and ability to work with enthusiasm and initiative.

Ability to establish and maintain effective working relationships with supervisor, division directors/managers/officers, staff members, and the general public.

Ability to lift up to 25 pounds.

MINIMUM QUALIFICATIONS:

Bachelor's degree or combination of higher education and/or two years library or bookstore experience to provide the necessary knowledge, skills, and abilities as cited above.

Experience working with the public.

NECESSARY SPECIAL QUALIFICATIONS:

Requires the ability to travel among various library sites.

WORK SCHEDULE: Full-time or part-time, non-exempt position. Full-time position is 40

hours per week; part-time position is minimum 12 hours per week. Varied schedules include mornings, afternoons, evenings, and weekends.

DIVISION: Circulation Services

SUPERVISOR: Circulation Services Director

DATE PREPARED: January 2, 1991

REVISED: March 1993; March 1993; March 1994; April 1996; October 1998; April 1999; July 2001; October 2001; August 2002; September 2002; May 2003, April 2006; June 2006; August 2009; December 2009