

**JOB TITLE:** Library Assistant I- Circulation

**JOB NO:** CL024115

**JOB FAMILY:** Clerical

**FLSA:** Non-Exempt

**SAFETY SENSITIVE:** No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

### **GENERAL SUMMARY**

To provide general clerical support to the Circulation area of the Library; and to provide effective and efficient public service assistance to the public.

### **SUPERVISION**

General supervision is provided by the Manager of Branch Library Services and the Library Services Supervisor.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. All behaviors comply with the Code of Conduct & Rules of Behavior outlined in chapter 8 of the General Government Policies and Procedures Manual.
2. Assist library patrons at circulation desk; check in or check out library material; issue library cards.
3. Collect library fines; issue receipts; enter data into the computer; count money collected and ensure that money is properly documented.
4. Process requests for library cards including accepting applications, verifying patron information, and entering data into the computer.
5. Register and assist patrons at the public access computer workstations.
6. Instruct patrons in the use of the online catalog.
7. Maintain a log of library statistics.
8. Receive, sort and distribute mail, newspapers, periodicals, microfilm and reference materials.
9. Maintain subscription records to insure continuity of resources.
10. File library card applications.
11. Work as a cooperative and supportive member of the library team.
12. Provide the best possible customer service to the public.

### **OTHER DUTIES AND RESPONSIBILITIES**

1. Contact patrons by phone or mail when library material is overdue; prepare overdue search forms; clear patron records when matter is resolved.
2. Shelve returned audio-visual material.
3. Check shelves for overdue, lost and problem items.

4. Answer incoming telephone calls; respond to and direct inquiries.
5. Enter and verify a variety of data into the computer system.
6. Assist in the opening and closing procedures of the library.
7. Assist in repairing books with broken binding or ripped pages.
8. Assist in maintaining the photocopier.

#### **MINIMUM JOB REQUIREMENTS**

##### **EDUCATION**

High School Diploma or GED.

##### **EXPERIENCE**

No experience required.

Type 35 wpm.

##### **LICENSES AND CERTIFICATES**

Possession of a valid Class C Texas driver's license.

#### **COMPETENCIES**

An employee's performance will be evaluated based on five competencies.

Job knowledge; 2) Teamwork; 3) Customer Service; 4) Flexibility; 5) Work Ethic.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

##### **Knowledge of:**

Basic arithmetic principles.

Alphabetical and numerical filing.

Modern office procedures, practices, methods and equipment including computers.

Pertinent federal, state, and local laws, codes and regulations.

Proper public contact and telephone etiquette.

##### **Skill in:**

Operating equipment typically encountered in library services including computers, telephones, adding machines and photocopiers.

##### **Ability to:**

Work varied shifts.

Organize work for appropriate and timely completion.

Learn circulation desk policies and procedures.

Learn to explain library policies and procedures.

Work independently in the absence of the supervisor.

Receive coin and currency and make correct change.

Learn the Dewey decimal classification system.

Learn various types of computer software applications including word processing and Internet.

Type at a speed necessary for successful job performance.

Work in a team environment.

Communicate clearly and concisely, both orally and in writing.

Tactfully respond to requests and inquiries from the public.

Flexibly adapt to a variety of work situations and interruptions.

Readily adapt to changes in policies or work methods.

Establish and maintain effective working relationships with those contacted in the course of work.

Discreetly handle confidential information.

Pass a medical physical examination and drug test.

Meet the City's driving standards.

**PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT**

Maintain effective audio-visual discrimination and perception needed for:

- *reading and writing*
- *making observations*
- *communicating with others*
- *operating assigned equipment.*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *standing, kneeling, walking, stooping, bending, twisting or otherwise moving around the facility to file, assist patrons, distribute or shelve library materials and perform related duties.*
- *Frequently pushing or pulling book trucks that require the exertion of 30 lbs. of force to move.*

\_\_\_\_\_  
Director of Human Resources

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Date

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Department Director

\_\_\_\_\_  
Date

**DATE ISSUED: February 1993**

**REVISION DATE: March 2002; January 2010**