

POSITION DESCRIPTION
ROCKY RIVER PUBLIC LIBRARY

An Equal Opportunity Employer

- I. POSITION TITLE:** Circulation Assistant
- II. DEPARTMENT:** Circulation
- III. IMMEDIATE MANAGER:** Circulation Manager
- IV. FLSA STATUS:** Non-Exempt
- V. POSITION SUMMARY:** Maintains superior customer service standards to all patrons of the Library by providing positive and proactive support to inquiries and by processing all Circulation Department transactions efficiently.
- A. Responsibilities to Manager**
In compliance with the core values and mission of the Library, recommends improvements in areas of responsibilities; keeps manager informed of projects, duties, and progress; communicates fully and effectively with manager and fellow employees.
- B. Interrelationship with Other Departments**
Promotes good communication and full cooperation with all departments to achieve the goals of the Library. May participate in Library teams.
- VI. QUALIFICATIONS:**
- A. Education and Experience:** High School diploma or GED. Certified U.S. Passport Agent within 90 days from date of hire. U.S. Citizenship.
- B. Knowledge, Skills, and Abilities:**
- Ability to use library technology systems including personal computer, software programs and job-related equipment.
 - Ability to maintain confidentiality and use appropriate judgment in handling information and records.
 - Ability to resolve basic problems appropriately.
 - Ability to express self effectively and concisely, both orally and in writing.
 - Ability to tactfully and effectively deal with public, staff and patrons of all ages.
 - Ability to work independently with general direction
- C. Personal Characteristics:** Consistently maintains and displays a positive attitude.
- VII. ESSENTIAL DUTIES AND RESPONSIBILITIES:** *This list is illustrative and not to be considered exhaustive for this position.*
- A.** Provides direct customer service functions by checking items in and out for patrons, processing renewals, locating items placed on hold and managing patron accounts across the counter, through the drive-up window and by phone.

- B. Provides front line support to patrons by answering phones / directing calls and directing inquiries to the appropriate responsible department.
- C. Maintains proper flow of materials by processing items received through delivery system, by packing and shipping items to other libraries and unpacking and processing items received from other libraries.
- D. Assists in resolving patron issues.
- E. Delivers daily interoffice mail and transports items to Technology department for repair.
- F. Responsible for reading ongoing communications for the department via email or posted materials.
- G. Maintains regular patron contact by providing guidance, answering common questions and referring non-circulation patron inquiries to the appropriate department.
- H. Responsible for cash and check transactions for fines and lost / damaged items.
- I. Processes passport applications as a certified passport agent.
- J. Maintains free literature wall and public bulletin board.
- K. Interacts regularly with library staff, patrons and the general public.
- L. Works with manager to set annual performance goals and objectives that support the Library's core values.
- M. Participates in library teams, meetings, in-service training, workshops, and conferences.
- N. Maintains knowledge of library profession by attending training and workshops, reviews professional publications, and establishing personal networks.
- O. Maintains paper and digital records/files for respective area.
- P. Assumes additional responsibilities and performs special projects as needed or directed.

VIII. PHYSICAL REQUIREMENTS: Nature of work requires an ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile and prepare work documents, set up and maintain work files. Requires the ability to occasionally lift up to 35 lbs. and push/pull up to 75 lbs. Travel by automobile is required occasionally to attend off-site training sessions and/or meetings

This position description is not intended to be a complete list of all responsibilities, duties or skills required for the position and is subject to review and change at any time, with or without notice, in accordance with the needs of Rocky River Public Library. Since no position description can detail all the duties and the responsibilities that may be required from time to time in the performance of the job, duties that may be inherent in a position, reasonably required for performance, or required due to the changing nature of the position shall also be considered part of the position holder's responsibility.

Employee Signature

Date