



## Job Description **Circulation Assistant**

### Position Overview:

<b>Primary Location:</b>	Richmond Location	<b>Position Status:</b>	Staff — Hourly
<b>Department:</b>	Public Services	<b>Employment Status:</b>	Full-Time

The **Circulation Assistant** is a customer service position that is responsible for providing a welcoming library experience, discovering and meeting the needs of all library customers, circulating books and other materials, and ensuring that public librarianship and customer service standards are achieved. Successful Circulation Assistants are driven to serve all members of our diverse community, are inspired by books and literacy, and have a meticulous attention to detail. Success requires effective work methods, strong team work, positive and effective communication, and an eagerness to learn and develop essential library skills. We work together to promote literacy, provide free access to information, and enable meaningful community connections.

### Essential Responsibilities:

- Greets and engages with library customers to discover and meet a variety of needs, while demonstrating a sincere desire to serve.
- Supports an active service culture by approaching customers, guiding customers to library materials and other offerings, retrieving materials for customers as appropriate, and maintaining an active and visible presence throughout the library as a service provider.
- Generates excitement about books and other materials by providing reader's advisories, offering book suggestions, and ensuring free access to information.
- Assists customers with library use by answering reference questions, locating materials and resources, assisting with public computer use, guiding use of the Online Public Access Catalog and other e-resources, and maintaining accurate customer information.
- Processes circulation transactions by lending books and other materials through the library's Integrated Library System, and by accurately processing and shelving returned materials.
- Ensures that the library is ready for daily business by maintaining visual presentation standards, replenishing displays, straightening customer areas, and keeping library services ready for use.
- Supports a wide variety of library initiatives, programs and other customer service activities as defined by the Circulation Services Manager.
- Actively promotes library programs, public facilities and community services.
- Promotes library use by offering library cards to new customers and their families.
- Accurately enters and updates information in the library customer database.
- Accurately handles cash and library payment transactions.
- Responds quickly to incoming phone calls, and routes phone inquiries appropriately.
- Be reliable, provide assurance, work with empathy, and be responsive to customer needs.

### Education, Experience and Skills Requirements:

- High School Diploma or GED equivalency is required. College experience preferred.
- Previous successful customer service employment experience is required. Previous library experience is preferred, but not required.
- Available to work a flexible schedule that may include evenings, weekends and holidays.
- Ability to travel within Madison County and between library branches as needed.

**NOTE:** All employees of the Madison County Public Library are required to maintain the capacity, with or without reasonable approved accommodations, to: 1) demonstrate proficiency with computers, common office software, current operating systems, emailing, and internet navigation; 2) operate basic work equipment such as print/scan/fax/copy machines, cash registers, book carts, manual tools, audio/visual equipment, and multi-line communications systems; 3) have sufficient mobility to move throughout the library to meet customer needs, and lift and/or handle library materials; and 4) work in a public library environment that may include the potential for exposure to possible contaminants including (but not limited to) noise, arts and crafts chemicals, ink on printed pages, dust and mold, animals, cleaning chemicals, as well as the spread of communicable disease. **Updated: July 2024**