

# **Rampart Library District**

## **Circulation Library Assistant**

### **Job Description Summary:**

This position is responsible for providing a high level of customer service by anticipating and responding to the various needs as well as being a point of contact for patrons. Under direct supervision of the Circulation Manager/Branch Manager, the Circulation Library Assistant performs circulation duties and assists patrons, visitors, volunteers and co-workers in a courteous, friendly and helpful manner, adhering to the library's stated procedures and policies.

**SPECIAL QUALIFICATIONS:** Must be able to work varied times, including evenings and weekends. You may be required to work independently and open or close by yourself. You will be required to work both the Florissant and Woodland Park library locations.

### **MINIMUM QUALIFICATIONS:**

- Requires a high school diploma or GED.

### **REQUIRED KNOWLEDGE/SKILLS/ABILITIES:**

- Must be able to accurately and efficiently file alphabetically and numerically.
- Ability to learn and use all library technology, including but not limited to phone system, security system, software applications, ILS, credit card and cash register.
- Must demonstrate computer, internet and keyboarding skills and be willing to help patrons with technology-related tasks.
- Knowledge of office equipment operation.
- Must have a "patron comes first" work ethic, and a courteous, helpful customer service attitude. Must present a positive and professional image of the library in attitude, appearance, and performance of duties.
- Must maintain cleanliness and order in the workplace and work areas.
- Good interpersonal skills and ability to work well with other staff and the public of all ages.
- Ability to communicate effectively with staff and patrons, both verbally and in writing, in person and on the telephone.
- Ability to problem solve and to handle and negotiate stressful situations and difficult patrons of all ages in a positive manner.
- Ability to multi-task and prioritize, to organize work and perform assigned tasks in an accurate and timely manner in accord with established standards.
- Ability to perform repetitive tasks while maintaining a high level of concentration and accuracy.
- Maintain competency and strive for proficiency with emerging technology as patron trends demand.
- Requires the ability and willingness to work the posted schedule and adjust a personal schedule to meet the needs of the library if necessary.
- Requires an excellent public service attitude!

**REQUIRED PHYSICAL ABILITIES:**

- Must be able to stand and/or walk for 4 or more hours per day.
- Must be able to bend/stretch without limitation and lift up to 35-50 pounds.
- Must be able to push a loaded book truck (with wheels) weighing up to 120 pounds.
- Vision and hearing must be such to allow performance of essential functions.

**ESSENTIAL FUNCTIONS: (This is not a complete statement of all duties and responsibilities)**

- Provide excellent customer service and maintain a courteous, positive image of the library when interacting with patrons, volunteers and staff.
- Assist patrons with catalog, computer and copier questions. Help them find the material they need either in our library or through our resource sharing.
- Maintain patron and staff confidentiality in all aspects of library work.
- Sort and shelve materials in proper order alphabetically or according to the Dewey Decimal System.
- Read the shelves for correct placement of materials on a regular basis.
- Perform a variety of clerical duties including filing, transfers/holds, weeding balancing/closing a cash register, photocopying, faxing.
- Collect patron fees and adjust computer records to reflect the payment/charges as well as work to resolve billing problems. Answer questions from individuals and staff about account charges and payments.
- Check your library email each day you are working.
- Operate the library automation system independently and with minimum error.
- Make sure responses to patron questions are accurate and reliable.
- Check materials in and out and renew library materials using the computer system, following library policy and ensuring that proper records are kept.
- Register patrons by determining eligibility according to library policy. Check appropriate identification, issue library cards and accurately enter patron data.
- Run pull list, find requested items, and maintain hold shelf.
- Adhere to and enforce the Rampart Library District Mission, Library Pledge to Patrons, and Patron Pledge to Library, Conduct Guidelines, and District policies.
- Follow Rampart Library District policies and procedures.
- Keep informed of library information or changes. Staff is responsible for information conveyed in emails and at staff meetings even if unable to attend.
- Report to management any suspicious, unethical or illegal conduct by co-workers, patrons, visitors or vendors.
- Monitor security cameras on desk computers for the safety of patrons and staff and report any building issues to management.
- Perform other job related duties as requested by your supervisor e.g. children's storytimes/activities.

**SALARY:** \$11.10/hour; 17-27 hours/week, no benefits.