

Job Title: Circulation Library Aide
Location: Cardington-Lincoln Public Library
Position Type: Part-time (10-30 hours/week)
Accountable To: Library Director

Position Overview: This customer service position interacts directly with library patrons at the circulation desk, performing a variety of clerical tasks dealing primarily with the circulation of materials to library patrons. Duties usually follow established routines/policies and requires judgment when dealing with exceptions. The individual in this position may participate in planning, implementing and promoting library events, programs, and displays. Work is performed under general supervision. The Circulation Library Aide acknowledges and accepts the Ohio Ethics Law and related statutes, respects confidentiality and maintains the integrity of the Cardington-Lincoln Public Library.

PRINCIPLE PRIORITIES:

General:

- Greets, assists and refers patrons according to their needs. Interacts with patrons and staff in a friendly, courteous and professional manner. Maintains good relations with patrons and staff.
- Answers all incoming phone calls; makes referrals, takes messages, or performs requested task as appropriate.
- Performs a wide range of clerical public contact duties.
- Provides patrons with general information about library services, programs, and the location of materials, directing them to other personnel as needed.
- Cooperates with director to resolve customer complaints in a pleasant, timely and professional manner.
- Enforces library rules for the protection of library patrons and property. Shares responsibility for building supervision.
- Maintains confidentiality of all customer records and transactions.
- Learns and complies with all library procedures and policies. Interprets library procedures and policies to patrons.
- Makes recommendations for improvements in services and collection.
- Participates in continuing education activities to foster professional and personal development.

SPECIFIC PRIORITIES:

Circulation Desk Responsibilities:

- Uses the library automated circulation system to circulate materials to library patrons.
- Handles monetary payments for fines, donations, services, etc.
- Performs registration of new and reregistered patrons and inputs patron information.
- Responsible for Hold Capture report processing and patron notification.

- Processes interlibrary loans. Prepares materials for courier pick up. Checks in materials delivered by courier and notifies patrons when necessary.
- Responsible for collection of book drop materials at appointed times.
- Shelves materials.

Patron Service Responsibilities:

- Sustains the dignity of patrons by giving them correct, non-judgmental and complete responses to their informational needs. Provides help where needed and respects patron's right to browse.
- Assists patrons, on the phone or in person, on the use, availability and status of library materials in all formats. Assists patrons in locating needed resources.
- Instructs patrons to perform searches and place holds for materials in the online catalog.
- Provides basic instruction, as requested, for print materials, Internet usage and computer programs.
- Uses judgment in determining whether to order materials through ILL, or to request materials be purchased for the permanent collection.
- Attempts to defuse and/or resolve potentially volatile or sensitive situations to ensure quality customer service.
- Conducts tours of the library for new patrons.
- Receives applications and schedules meeting rooms for patrons. Instructs patrons on meeting room rules. Diligently follows staff procedures before and after meeting room use.

Equipment Responsibilities:

- Registers guest patrons for public computers use. Releases print jobs from public computers. Assists with basic troubleshooting of public computers.
- Attends to public use of network copier: adds paper, assists library patrons with making copies, sending faxes and scanning documents.
- Laminates documents for patrons and staff.
- Replaces paper in slip printers.
- Troubleshoots equipment problems and contacts director regarding service needs.

Collection Responsibilities:

- Performs activities involved in the retrieval of overdue materials and acts as the contact person for library patrons inquiring about overdue notices.
- Uses judgment in determining whether to make exceptions to the policies governing the collection of fines for overdue or damaged materials.

Housekeeping Responsibilities:

- Straightens materials on shelves and dusts regularly.
- Pulls older issues of periodicals and newspapers for weeding when necessary.

- Neatly displays selected community information materials in designated areas. Retrieves outdated information brochures and discards when necessary.
- Responsible for maintaining a neat and organized circulation desk and surrounding area.
- Keeps reserve shelf current and neatly organized.
- Maintains a variety of files for both staff use and to organize patron requested information, such as Golden Buckeye applications, voter registrations, meeting room applications, etc.
- Inspects, cleans, and submits materials for repair, as required.
- Performs light housekeeping duties in the absence of the custodian.

Teamwork Responsibilities:

- Assists with opening and closing procedures, when scheduled. Secures money drawer at the end of each day. Performs a walk-through of the library after closing.
- Assists the Technical Services Library Aide in the processing of materials, when requested.
- Assists the Youth Services Librarian, the Adult Services Librarian, and the director with clerical activities for programs, when requested.
- May plan and implement library programs and events.
- Participates in the creation of library displays and the scheduling of exhibits for the display case.
- May create/add content for the library website and/or create social media posts.
- Collects data and compiles reports, when requested.
- Assists in training and monitoring of new staff and volunteers, when requested.
- Attends all staff meetings.
- Responsible for identification of supplies needed and adds to supply order list.
- Preserves the history of the library by clipping articles, saving flyers, and maintaining scrapbooks.

Individual Responsibilities:

- Reads, acknowledges, and complies with the Ohio Ethics Law and related statutes.
- Respects confidentiality and maintains the integrity of the Cardington-Lincoln Public Library.
- Complies with the established rules, procedures, and policies in the operation of the library and the use of library property.
- Protects library and individual passwords and codes.
- Attends library webinars, conferences and workshops as authorized or recommended.

SUPERVISION:

- Under general supervision of the Library director.
- Duties may be assigned or modified by director.

RESPONSIBILITY FOR WORK OF OTHERS:

- May supervise volunteers or community workers as appropriate.

KNOWLEDGE, SKILLS AND ABILITIES:

- A high school diploma is required. Some college is preferred.
- Relevant library experience is preferred.
- Ability to interact in a consistent, knowledgeable, friendly and courteous manner with people of varying personalities and ages in a variety of situations.
- Must demonstrate a commitment to quality customer service.
- Must possess a positive attitude and a willingness to accept change.
- Ability to exercise initiative and good judgment.
- Ability to learn general and library clerical methods and practices.
- Ability to learn the library policies and procedures and follow consistently.
- Ability to work independently and make minor decisions in accordance with library policies and procedures.
- Ability to sort and file alphabetically, numerically, chronologically, and by Dewey Decimal order.
- Experience with computers and other common office equipment.
- Ability to learn computer applications. Working knowledge of MS Office products preferred.
- Ability to read numbers and letters rapidly and accurately.
- Ability to understand verbal and written communication.
- Ability to give and follow written and oral instructions.
- Ability to work with frequent interruptions.
- Must have reliable transportation for travel to outreach organizations and assigned workshops.

Working conditions and physical demands:

- Ability to move around the facility, walk, sit, bend, climb, kneel, carry, stoop, and shelve library materials above the shoulders and below the knees.
- Ability to use hand and finger motion with enough manual dexterity to use computers and handle library items.
- Ability to lift up to 25 pounds, or greater with assistance.
- Ability to manipulate a loaded book cart weighing up to 200 pounds over carpeted floors.
- Ability to read titles on shelves and print on computer screens.
- Ability to talk with clarity and ability to listen to patrons accurately.
- Duties are performed in surroundings where undesirable physical conditions and hazards are minor and controllable.