

**OREGON PUBLIC LIBRARY
CIRCULATION LIBRARY ASSISTANT - CLA
Classification: Non-Exempt**

GENERAL STATEMENT OF DUTIES:

This position is responsible for customer service and daily circulation functions of the library.

Immediate Supervisor: Circulation Supervisor

ESSENTIAL DUTIES AND RESPONSIBILITIES

Provides customer service and performs a wide variety of paraprofessional tasks related to library circulation including, but not limited to, the following:

EXAMPLES OF WORK PERFORMED:

- Greets patrons and provides customer service to ensure patron needs are satisfied.
- Performs circulation desk procedures, such as checking in and checking out materials, emptying book drop, collecting and recording fines and fees, processing and sending out overdue notices and solving daily problem issues. Sorts and routes daily mail. Packs and unpacks daily deliveries. Carries out routine procedures necessary for daily functioning of the automated system. Processes patron holds and maintains the holds shelf.
- Registers new patrons by verifying identification and address information and accurately entering the information in the library computer system.
- Monitors activity in library and takes action to maintain behavior expectations in a friendly but firm manner, when needed.
- Maintains confidentiality of patron information.
- Performs all aspects of opening and closing the Circulation desk.
- Processes library materials for inclusion in collection, as directed.
- Inspects returned materials to determine that all parts are present and undamaged and follows up with patrons via phone and/or email as needed.
- Works cooperatively and communicates with other departments, library staff, and other SCLS staff regarding patron issues.
- Answers and routes incoming phone calls as needed.
- Assists with circulation, directional, and procedural questions.
- Answers basic reference questions and redirects more involved questions to appropriate personnel.
- Promotes library programs and registers patrons for programs.
- Assists patrons with mechanical operations of library equipment.
- Performs basic trouble-shooting of technical equipment and contacts appropriate personnel for assistance as needed.
- Assists with mending and withdrawal of library materials.
- Document receipt and return of interlibrary loan materials in the interlibrary loan computer system.
- Assists with library programs as directed.
- Assists in preparing displays and maintaining the public bulletin board.
- Shelves library materials and reads shelves for accuracy of order as required.
- Supports library pages by answering questions and providing direction on tasks, as appropriate.
- Assists in monitoring volunteers.
- Reconciles daily cash receipts and prepares weekly deposits including cash register and copier coin-op receipts, and in-library Friends of the Library donations.
- Assists with circulation reports.
- Check in materials for inventory of library collection.
- Attends staff and department meetings and participates in required training sessions.
- Stays current on library information, policies, and procedures by regularly reading communication including email and the staff blog.

- Completes light housekeeping tasks including dusting and cleaning, as needed.
- Performs other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to listen for understanding.
- Ability to keep accurate records and to follow procedures accurately.
- Ability to understand library policies and procedures and apply them to library operations.
- Ability to arrange library materials in alphabetic and numeric order.
- Ability to make decisions within stated guidelines and work independently in a wide variety of situations.
- Ability to communicate positively and effectively with the staff and the public.
- Computer experience and keyboarding skills essential.
- Willingness to maintain skills in above areas through active participation in continuing education.
- Excellent level of English verbal and written skills.

PHYSICAL REQUIREMENTS OF THE POSITION:

- Sitting, standing, walking, kneeling, climbing, and stooping.
- Bending/twisting and reaching.
- Talking and hearing: use of the telephone.
- Far vision at 20 feet or further; near vision at 20 inches or less (with correction).
- Lifting and carrying: 50 pounds or less.
- Handling: processing, picking up and shelving books.
- Fingering: typing, writing, filing, sorting, shelving, and processing library materials.
- Pushing and pulling: objects weighing 60-80 pounds on wheels.

PERSONAL ATTRIBUTES:

- Displays interest in continued learning and professional improvement.
- Possesses complete personal and professional integrity and honesty and have a genuine sense of professional ethics.
- Strong verbal and written communication skills.

MENTAL REQUIREMENTS OF THE POSITION:

- Effectively communicate ideas and information in person, over the telephone, in writing, or by e-mail; has working knowledge of English grammar and spelling.
- Develop feasible, realistic solutions to problems, recommend actions designed to prevent problems from occurring, refer problems to supervisor when necessary.
- Effectively read and understand information contained in memoranda, reports, technical manuals, bulletins, etc.
- Effectively follow instructions from supervisor, verbally or in written form.
- Calculate basic arithmetic problems (addition, subtraction, multiplication, division) without aid of a calculator.
- Set priorities in order to meet assignment deadlines.
- Maintain composure during challenging patron interactions.

EQUIPMENT USED:

- Computer, printers, receipt printer, photocopier, telephone, cash register, printing calculator, coin-op for photocopier, self-check machines, RFID related-equipment, scanner, die cut, laminator, book carts, and step stools.

ENVIRONMENTAL/WORKING CONDITIONS:

- Inside work environment.
- Repetitive tasks with frequent interruptions.

- Must be adaptable to changing work hours.
- Must be willing to work some evenings and weekends.

EDUCATION AND EXPERIENCE:

- High school diploma or GED.
- One-year library or office experience using computer applications.

Adopted May 5, 2006

Revised and Approved by the Library Board: April 13, 2016, April 13, 2022