**Circulation Assistant Position Description – Sunderland Public Library**

**Job Title:** Circulation Assistant

**Hours Worked Per Week:** 14

**Supervision Received:** This position is supervised by the Library Director.

**Direct Reporting Staff:** Volunteers.

**Job Description:**

The Circulation Assistant is responsible for providing clerical services in the areas of circulation support, patron services, and collection processing. The Circulation Assistant is responsible for the completion of the following tasks:

**Circulation:**

* Staffing the circulation desk.
* Checking in and out library materials.
* Knowing how to use the Evergreen ILS for all circulation tasks.
* Assisting patrons with placing holds and searching the OPAC.
* Processing incoming and outgoing holds.
* Notifying patrons of available holds.
* Printing and processing the pull list of holds, and assigning the completion of pulling the holds to an available volunteer or staff member.
* Recording daily patron usage statistics.
* Shelving and shelf-reading library materials.
* Processing overdue notices.

**Patron Services:**

* Answering the phone.
* Informing patrons of all library services and upcoming events.
* Answering basic reference questions both in person and over the phone.
* Providing reader advisory services.
* Creating new library cards and updating existing patron accounts.
* Showing patrons how to use in-house technology such as computers, printers, and photocopiers.
* Troubleshooting issues with computer, printer, photocopier and all other in-house technologies.
* Collecting and recording copier/fax fees and monetary donations.
* Informing patrons of and enforcing library policies.
* Handling patron complaints in the absence of the Library Director courteously and then reporting them to the Library Director.
* Making recommendations for additions to the collection to staff members with collection development responsibilities.

**Collection Processing:**

* Preparing DVDs, books, magazines, and other library materials for circulation.
* Affixing book covers to new books.
* Ensures older library materials are in compliance with new processing standards.

**Other Duties:**

* Opening the building at the start of the day.
* Securing the building at the end of the day.
* Light cleaning of computers and shelving areas.
* Supervising volunteers.

**The Circulation Assistant may also be assigned additional tasks by the Library Director.**

**Minimum Qualifications:**

* High School Diploma.
* Previous experience providing customer service.
* Enjoyment of working with diverse patrons.
* Ability to supervise volunteers.
* Comfort using a variety of technology including computers, printers, and photocopiers.
* Willingness to learn new technology.
* Ability to handle multiple tasks simultaneously and assess priorities in a busy setting.
* Ability to maintain composure and treat patrons with kindness in a busy setting.
* Enthusiasm, energy, and accuracy in the completion of all tasks.

**Preferred Qualifications:**

* Previous experience working in libraries.

**Physical Demands of Position:**

* Standing for long periods of time.
* Frequent bending, crouching, reaching, climbing, and walking.
* Ability to push or pull a book truck weighing up to 75 pounds.
* Regularly lifting items weighing up to 20 pounds.
* Ability to operate a computer screen for extended periods of time.