

# CIRCULATION ASSISTANT

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## **JOB SUMMARY**

As part of the Bossier Parish Libraries team, the Circulation Assistant provides direct assistance to the public throughout the library. Basic duties include but are not limited to checking in and out of library items, creating or editing library accounts, handling payments, shelving, assisting the public with various technologies and equipment and assisting in other areas of the library as needed.

## **ESSENTIAL JOB FUNCTIONS**

### **1. CUSTOMER SERVICE**

- a. Enhances the public's experience both inside and outside of the library
- b. Strives to present a welcoming environment for the public
- c. Has ability to interact with staff and the public effectively and courteously at all times

### **2. PUBLIC SERVICES**

- a. Understands and performs the operations of the library's integrated library system (ILS)
- b. Promotes and recommends online resources, databases, as well as the physical collection to the public to satisfy their reading needs
- c. Develops strategies and sources to stay well-informed as a readers' advisor
- d. Locates and communicates information to satisfy any request; both in person or over the phone
- e. Assists in designing and implementing library services to meet the needs and interests of the community
- f. Provides assistance with any library equipment (fax, copier, computer)
- g. Keeps informed of and promotes library services and events

### **3. COMMUNICATION AND INTERPERSONAL**

- a. Communicates competently with the public from diverse backgrounds
- b. Communicates effectively using both oral and written methods
- c. Develops and maintains positive and respectful relationships with staff and public
- d. Works effectively in teams with strong team building skills

### **4. OTHER RESPONSIBILITIES**

- a. Understands and acts in accordance with the basic values, ethics, policies, and procedures of the library
- b. Pursues professional development and continuing education opportunities
- c. Keeps informed about issues, services, emerging technologies, research and innovations related to libraries and relate these ideas, procedures, or projects to the library's mission
- d. Assists the public with self-service resources including self-checkout, holds, photocopiers, printers, and computers
- e. Answers the telephone and appropriately relays messages as needed
- f. May assist with delivering programs to customers
- g. Answers directional inquiries and locates requested materials
- h. Tactfully handles issues with disruptive patrons
- i. May assist in performing opening or closing procedures
- j. Participates in staff meetings and training
- k. Other duties as assigned by manager(s)

### **5. JOB STANDARDS**

- a. Has ability to work from a team approach by building and maintaining effective and professional working relationships with all staff
- b. Models a positive, friendly and cooperative attitude to staff and public
- c. Anticipates and adapts to changes and challenges effectively
- d. Promotes a positive library image in the community

- e. Performs job in keeping with the policies and procedures of the Bossier Parish Police Jury and Bossier Parish Libraries
- f. Reports to work on time in accordance with assigned schedule and maintains a dependable attendance record
- g. Has ability to receive constructive criticism in an effort to improve job performance
- h. Has ability to operate general office equipment
- i. Has ability to lift and move heavy objects, stoop, bend, move books, and sit or stand for prolonged periods of time
- j. Has ability to shelf read
- k. Has ability to perform essential job functions with or without accommodations and with minimal supervision

#### **QUALIFICATIONS**

- 1. At least 16 years of age
- 2. Must have strong computer and research skills
- 3. Ability to plan, organize, and prioritize work, based on patron demand, in order to accomplish quality work in an effective and efficient manner
- 4. Good problem-solving skills; ability to think around problems and come up with creative solutions
- 5. Ability to handle a constantly changing flow of traffic; remain productive during slow times, be able to multitask effectively during busy times, exercise patience and professionalism during stressful situations

*This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. This person may be requested to perform job-related responsibilities and tasks other than those stated in this job description. It also does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*