



Peter White Public Library - Job Description

Library Aide, Circulation

AFSCME Designation: Union Employee
Classification: Part-Time
Benefits: PTO and Paid Holidays

Supervisor's Title: Circulation Depart. Head
FLSA Status: Non-Exempt
Supervises: None

Position Purpose:

Provides friendly and efficient customer service to library visitors. Provides direct assistance with library services and resources.

Education and/or Experiences Qualifications:

To perform this job successfully, an individual must have the following education and/or experience:

- High School diploma or GED.
- Excellent verbal communication skills.
- Basic computer skills and knowledge of Internet resources.
- Experience working in public setting and providing customer service.
- Customer service experience is required; previous library experience preferred.
- Knowledge of basic library organization preferred (i.e. Dewey Decimal System).
- Ability to use standard office equipment including copy machines, telephone, calculator, fax, credit card machine, etc.
- Ability to communicate effectively with co-workers and library visitors.
- Ability to follow established procedures and regulations and work under direct supervision.
- Demonstrated ability to use good judgement in all situations.
- Possess a proactive public service philosophy.

Position Essential Functions and Responsibilities:

- Check in and check out library materials using integrated library automation system.
- Perform other standard circulation functions using the library automation system such as placing holds, renewals, identifying if materials are available locally or at other libraries.
- Enter and update patron records using library automation system.
- Collect overdue fines and other fees, accurately recording information in patron record and daily cash sheet as appropriate.
- Explain library policies and procedures to patrons in a manner that insures positive customer relations.
- Answer routine inquiries in person or on the phone, referring patrons in need of professional assistance to librarians.
- Inspect returned items for damages.
- Prepare overdue notices for mailing to patrons.
- Notify patrons by phone of requested materials available for checkout.
- Assist patrons using library automation system, photocopier, and other library equipment.
- Evaluate damaged materials, doing simple, basic mends or sending to technical services department for more detailed work.
- Shelve books and other library materials as needed.
- Shelf read collections as needed.
- Assist in the daily operation of the Library as a whole including opening and closing the Library; managing lost and found; and other routine tasks to ensure a clean efficient work environment.
- Other duties as assigned by Supervisor.



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Knowledge, Skills and Abilities

The requirements listed below are representative of the knowledge, skills and/or abilities required to perform each duty satisfactorily. Reasonable accommodations may be made to enable individual with disabilities to perform the essential functions.

- Customer Service – Provides prompt, attentive, and friendly customer service in person, by phone, or electronically; maintains personal accountability and ownership for providing excellent customer service; seeks and responds to feedback from patrons to improve service; meets commitments; shows willingness to go out of their way to help patrons.
- Teamwork – Cooperates and works together with all co-workers; plans and completes job duties with minimal supervisory direction, including good decision making; collaborates with and supports coworkers by helping out where needed; creates and maintains positive relationships with coworkers; asks for and listens to coworker feedback and incorporates feedback into revised processes; completes work on time and with proper quality; supports cross-training and shares learning with others; understands we are all stewards of the taxpayers.
- Communication and Media – Communicates ideas and thoughts clearly, accurately, and respectfully; listens to others and seeks to understand others' perspectives; has knowledge of communication techniques and methods, including alternative ways to inform and educate using electronic media, including, but not limited to: email, Internet, and social media sites. Demonstrates proficient use of the English language.
- Adaptability – Willingness to take on new challenges and responsibilities; open to change and variety within the workplace; works hard to implement successful change in areas of responsibility; recommends and implements changes to improve processes and customer service.
- Image – Portrays a positive image of the Library; is a strong public ambassador and promotes Library programs and services during patron interactions. Promotes Library mission and complies with Library policies. Participates in the community as a representative of the Library.
- Technical – Proficiency in using computers and related software; experience with Library management system software, including cataloging systems and public interface systems.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee frequently is required to:
 - Stand, walk, and sit
 - Ability to reach for, handle and manipulate various sized objects.
 - Speak and listen to others
 - See and read
 - Reach with hands and arms
 - Stoop, kneel, crouch, or crawl
- The employee must be able to lift up to 40 pounds without the assistance of another person. Must be able to frequently lift, push, pull, and/or carry objects weighing up to 25 pounds.
- The employee must frequently push, pull, and maneuver heavy carts or loads on a regular basis.