

Job Title: Circulation Services Associate
Hours: Requires morning, afternoon, and evening hours

Position Summary

The Circulation Services Associate provides direct customer service to library patrons, assisting with materials circulation, information needs, and readers' advisory. This position works as part of the Circulation Team to provide front-line materials circulation services to patrons in the library and performs other routine, supportive duties. The ability to independently initiate, carry out, and resume work projects at any stage is essential, as is maintaining accuracy in financial transactions. The position reports to the Library Manager.

Training and Experience

Required:

- High school diploma or equivalent
- At least one year of experience working with the public

Preferred:

- College degree or college experience
- Public library experience
- Bilingual in Spanish and English

A combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for the position may also be considered.

Representative Duties and Responsibilities

The following duties are normal, but not exclusive or all-inclusive, expectations for this job.

Other duties of a similar nature may be required and assigned.

- Provides support in many areas of daily library operations, including, but not limited to: basic facility maintenance; routing holds, loans, and information; materials processing; recording statistics; and performing basic office duties
- Assists with collection maintenance through performing tasks such as emptying book drops, sorting, shelving, and checking materials in and out of the library.
- Upholds all library policies, including the Patron Code of Conduct
- Monitors and responds to the safety and security of library patrons and the property, and reports situations according to outlined procedures.
- Accurately completes monetary transactions with patrons regarding fines, fees, and purchases.
- Meets System expectation to participate in at least two approved off-site outreach programs each year
- Meets System expectation to complete at least 20 hours of approved work-related training annually

May also:

- Assist with patron use of meeting rooms according to policy and established procedures

Knowledge, Skills, and Abilities

Knowledge of:

- Basic library operational principles and practices
- Athens Regional Library System, Athens-Clarke County Library, and PINES policies, procedures, and activities
- All normal and emergency library building procedures
- Basic office principles

Skills:

- Effective communication and interpersonal skills
- Personal computer proficiency

Ability to:

- Collect cash and make correct change
- Provide external and internal service that is welcoming, committed to excellence, inclusive, and respectful, and that supports the community and co-workers
- Use, understand, and assist patrons with computer applications
- Work effectively with staff and patrons of all ages
- Answer questions and explain procedures and policies
- Adapt to a rapidly changing environment, handle a busy public service desk, and remain calm under demanding, stressful conditions
- Exercise good judgment and make independent and critical decisions using established practices and procedures
- Maintain regular, predictable, and punctual attendance
- Walk, climb, stoop, reach, bend, kneel, and crawl to handle and manage the storage and retrieval of library materials and equipment
- Regularly operate a variety of library machinery and equipment
- Move or carry objects or materials and to lift and place materials above head; exert up to 20 to 50 pounds of force occasionally, and/or up to 10 to 25 pounds of force frequently
- Physical demand requirements are at levels of Medium Work.