

NORTH SHORE LIBRARY JOB DESCRIPTION
Library Aide – Circulation Desk

REPORTS TO: Head of Circulation Services

PURPOSE OF POSITION

The person in this position is responsible for providing services at the Circulation Desk and for shelf reading, shelving and restoring order to library materials.

ESSENTIAL FUNCTIONS

Under the immediate oversight of the Head of Circulation:

1. Represent the North Shore Library in a professional, responsible and trustworthy manner.
2. Maintain confidentiality of sensitive information.
3. Perform routine procedures such as checking in, checking out and renewing materials, registering and renewing patron accounts and collecting fines.
4. Identify and process materials to be sent to other libraries.
5. Empty book drops and take materials to proper area for checkin.
6. Identify and process damaged material.
7. Answer directional questions and refer non-directional questions to the appropriate staff.
8. Answer the telephone in a professional manner within Circulation's stated goal of three rings; answer questions appropriate to skill level; relay messages to appropriate individuals.
9. Search for and retrieve materials to fill hold requests and other purposes.
10. Contact patrons concerning missing material and held material.
11. Assist patrons in the operation of photocopiers.
12. Accept donations and issue tax receipts.
13. Shelf Read to maintain the proper order and neatness of materials.
14. Promote library programs and services.
15. Perform routine material maintenance.
16. File magazines and newspapers.
17. Use alphabetical, numeric and Dewey Decimal/Cutter systems to correctly sort, cart and shelve material.
18. Shift material on shelves as needed.
19. Help maintain the neatness of the library by clearing tables, chairs and floor of library materials and trash and straightening furniture in all public areas.
20. Perform light housekeeping and other tasks, as assigned.

KNOWLEDGE AND SKILLS REQUIRED FOR POSITION

1. Ability to physically perform the essential job functions.
2. Ability to learn and use automated circulation system, library circulation policies and procedures.
3. Flexibility to deal with multiple tasks, unexpected tasks and patrons simultaneously.
4. Ability to use computers and other office equipment. Typing or keyboarding skills.
5. Promptness, reliability, able to maintain good attendance record.
6. Suitability for customer service: tactful, obliging, good judgment, knowledge of telephone etiquette, good grooming appropriate for business environment.

7. Ability to deal cordially and efficiently with patrons by being an active listener and giving full attention to what the patron is asking for and needs.
8. Ability to maintain confidentiality in the performance of duties.
9. Good interpersonal skills and ability to maintain and foster a cooperative and courteous working relationship with the public, peers and supervisors.
10. Ability to create a courteous and pleasant first impression of library.
11. Ability to handle routine complaints and explain library policies and procedures clearly to patrons.
12. Ability to learn and use alphabetical, numeric and Dewey Decimal/Cutter systems to correctly sort, cart and shelve material.
13. Ability to do manual work and routine library clerical work of miscellaneous and general nature, accurately and rapidly.
14. Ability and initiative to work accurately and effectively both independently and as a team.
15. Ability to follow detailed written and oral directions.
16. Ability to adapt to changes in workload.
17. Ability to develop a working knowledge about the organization, terminology and care of library material.

PHYSICAL DEMANDS OF THE POSITION

Ability to perform moderately heavy physical work for 6-8 hour shifts.

While performing the duties of this job, the aide is regularly required to;

1. Work in confined spaces.
2. Remain in a standing position for an extended period of time.
3. Walk, bend/twist, stoop, kneel, crouch, crawl, and ascend/descend stairs.
4. Ascend/descend and balance on a step stool or ladder (14 inch platform).
5. Continually reach, bend, stretch, stoop and lift/pull down materials that can weigh up to 10 pounds apiece from a standing position from floor level to seven feet high for four hours at a time.
6. Use hands and fingers to handle, feel or operate objects, tools or controls.
7. Reach in front of body and overhead with arms and simultaneously use hand, wrist and fingers.
8. Push and pull book carts on wheels weighing up to 300 pounds from a stationary position on carpeting the length of the library.
9. Occasionally lift and carry materials weighing up to 30 pounds from one part of the library to another and occasionally lift/move up to 50 pounds short distance.
10. Specific vision abilities required by this job include close vision at 20 inches or less (i.e.; reading spine labels, computer screen, etc.), distance vision at 20 inches or farther (i.e.; shelving, observing patrons needing assistance) and the ability to adjust focus and peripheral vision.
11. Talk and hear ordinary conversation in person or on the phone in a quiet and sometimes noisy environment.

MENTAL REQUIREMENTS

1. Communication skills: Effectively communicate ideas and information both in written and oral form.
2. Reading ability: Effectively read and understand information contained in methods and procedures, memorandums, reports, and bulletins, etc.
3. Ability to comprehend and follow instructions verbally and in written form.
4. Mathematical ability: Calculate basic arithmetic problems (addition, subtraction, multiplication and division) without the aid of a calculator.
5. Ability to work flexible hours: Includes frequent evening and weekend hours.

WORK ENVIRONMENT

1. Inside work environment.
2. Frequently dusty work conditions.
3. Sometimes working in confined spaces, with glare/inadequate illumination, and/or around noisy equipment.
4. Noise level is usually moderate to noisy.

EQUIPMENT USED

Book cart, book tote, step stool, theft detection system, time-clock, telephone/intercom, computer, keyboard, mouse, barcode scanner, paper shredder, paper cutter, copier, cash register

MINIMUM QUALIFICATIONS REQUIRED TO ENTER THE JOB

Education and Experience:

1. **A high school diploma or GED equivalent.**
2. Have the legal right to work in the U.S..
3. Must successfully demonstrate ability to learn the library's classification system and complete an alphabetizing/Dewey Decimal test.
4. Customer service experience preferred.
5. Cash register and money handling experience preferred.
6. Strong interest in reading preferred.

Knowledge, Skills and Abilities:

1. Ability to be available for three or four shifts a week, including evenings and weekends as scheduled and to fill in for fellow team members.
2. Suitability for customer service: tactful, obliging, good judgment, knowledge of telephone etiquette, good grooming appropriate for business environment.
3. Ability to do manual work and routine library clerical work of miscellaneous and general nature, accurately and rapidly.
4. Promptness, reliability, able to maintain good attendance record.
5. Initiative, ability to work both independently and as a team.
6. Familiarity with computers. Typing or keyboarding skills.
7. Demonstration of good character as determined through a background investigation.
8. Working knowledge of the English language, grammar and spelling.

DRESS: Dress is “business casual” and must be appropriate for the physical demands of the position. Shoes should provide adequate support and comfort to allow for walking and standing during a shift of 6-8 hours.

No full time potential for this position at this time.

This job description is not, nor is it intended to be, a complete statement of all duties, functions and responsibilities which comprise this position.