

JOB DESCRIPTION – BRANCH CIRCULATION ASSISTANT

JOB GRADE: 2

CLASSIFICATION: Part-Time, Non-Exempt

REPORTS TO: Branch Coordinator

Purpose of Position: Performs a variety of clerical tasks at the Mountville library branch, maintains access to materials by implementing circulation control policies and procedures, will work unsupervised, and may be expected to solve problems and serve patrons independently at times.

Primary Responsibilities:

1. Charge and discharge materials using computerized system, collects fines and charges for payment of lost items, enters renewals and reserves for materials, registers borrowers, and handles circulation questions from patrons in person, online or by email, and by telephone.
2. Instruct and aid adults, young adults, and children in the use of the library and of reference tools, including the automated catalog, internet, and digital databases.
3. Answer general library and informational requests, and provides basic readers' advisory.
4. Direct calls and inquiries when needed to the appropriate extension of the Lancaster Public Library.
5. Empty outdoor book drops.
6. Empty crates of materials transferred or returned by other libraries; scan and redistribute materials.
7. Share responsibility for maintaining circulation and copier supplies and lists of supplies needed for ordering.
8. Keep Branch Coordinator informed of library needs and concerns.
9. Maintain good relations with the public and other staff, individually and in general; show tact and courtesy.
10. Open/close the library and supervise volunteers.
11. Attend library conferences, workshops, and training sessions relative to duties as authorized or recommended by manager.
12. Adhere to all policies prescribed within the Personnel Manual.
13. Maintain confidentiality and ethical behavior in all library matters.
14. Adhere to the library's Customer Service Policy and promote the library brand.
15. Enforce the Library's Patron Conduct Policy.
16. Perform other duties as assigned.

Qualifications: High school diploma or equivalent. Relevant library experience desirable.

Knowledge, Skills and Abilities:

- Must have a friendly, outgoing personality, enjoy working with the public, be a team player and promote a pleasant and welcoming atmosphere in the library.
- Excellent customer service skills.
- Computer knowledge with particular emphasis on automated library systems and basic knowledge of the internet.
- Ability to use standard office equipment including computers, telephones, and credit card machines.

