MILANOF-SCHOCK LIBRARY

Circulation Desk Assistant Position Description

POSITION TITLE: Circulation Desk Assistant
CLASSIFICATION: Part-Time (15-20 hours/week, some evenings and weekends required)
REPORTS TO: Circulation Desk Coordinator

Position Summary: Circulation Desk Assistants provide accurate customer service in a timely, friendly manner.

Overall description: Circulation Desk Assistants are often the first library staff person visitors see when visiting the Library. They provide excellent customer service, are detail oriented, have excellent inter-personal and communication skills. Circulation Desk Assistants are tech-savvy, have good computer skills and the confidence to assist others in basic computer operations. Duties include, but are not limited to, charging materials in and out, collecting fines/payments/donations, responding to questions, keeping accurate records, shelving library materials, wiping high-touch areas and answering the telephone.

Supervision Received: supervision of Circulation Desk Coordinator.

Examples of Duties

- Maintains confidentiality and ethical behavior in all library matters
- Charges or discharges library materials and collects fines.
- Uses the Library Catalogue to find library materials and retrieve materials when requested.
- Re-shelves books and other library materials according to their call numbers.
- Performs library cash register and credit card payment functions.
- Assists patrons with computer questions.
- Answers telephones in a friendly and courteous way.

Knowledge, Skills And Abilities

- Excellent customer service skills
- Enjoys working with a diverse clientele
- Ability to understand and follow written and oral instructions in English
- Work independently, follow directions and adhere to deadlines.
- Detail oriented.
- Able to establish and maintain effective working relationships.

Qualifications

- A high school diploma or the equivalent and some experience in using libraries, OR, an equivalent combination of education and experience.
- All employees are required to obtain a PA Criminal Background Check, Childline Child Abuse Clearance, and FBI Criminal Background Check.

Special Requirements

- Able to stand for up to 4 hours
- Able to carry 20 pounds
- Able to climb a two-step step stool