

Circulation Technician

Library- Circulation Services- Hudson Branch

GENERAL STATEMENT OF DUTIES

Position is responsible for providing friendly, high quality customer assistance in person and via phone. Daily duties include checking library materials in and out, answering questions about library accounts, directing customer questions to the appropriate departments, sorting and receiving mail, and sorting and shelving library materials in order based on standard library practices.

An employee in this class performs specialized paraprofessional work requiring the application of current library techniques and appropriate technology. We will train on library policies and software. However, basic computer knowledge is required. He/she demonstrates an enthusiastic, self-reliant and self-starting approach to job responsibilities. Maintains accountability and a high level of courtesy and tact when dealing with the public and other staff. Direct oversight will come from the circulation supervisor, with some oversight from the Circulation Technician II. Will be expected to work some evening and Saturdays.

EXAMPLES OF DUTIES PERFORMED

- Provides patron assistance with circulation of materials.
- Responds to general questions and specific questions relating to library accounts, including collections.
- Contacts patrons regarding circulation and materials issues.
- Empties book drops and organizes materials.
- Maintains reserved items.
- Identifies materials in need of repair/replacement and takes appropriate action.
- Conducts item searches as assigned.
- Shelves library materials by transporting books and materials to the correct location, placing books and materials on the shelf in the correct order and rearranging books and straightening materials as needed.
- Performs other duties as assigned.

Recruitment Standards

The employee must be capable of establishing and maintaining effective communication and working relationships with staff, supervisors, and patrons. This position must be a person who has organizational skills and is people oriented. Must have a working knowledge of computers, along with good data entry skills.

- Ability to follow a new or established procedure and to perform work requiring accuracy and detail.
- Ability to produce and maintain records and reports.

- Ability to explain and use library tools and resources.
- Ability to establish and maintain effective working relationships with library personnel and library patrons.
- Must be adaptable to performing appropriately when confronted with persons acting under stress.
- Excellent organizational skills
- Ability to work the assigned schedule which will include evening and Saturday hours.

MINIMUM EDUCATION AND EXPERIENCE

High School Diploma or GED, required. Associate degree or some college-level course work in an applicable field preferred. Experience in a library desired. Demonstrated customer service experience required; or an equivalent combination of training and experience which provides the required skills, knowledge and abilities.