



POSITION DESCRIPTION

Position Title: CIRCULATION ASSISTANT	
FLSA Status: Non-Exempt <input checked="" type="checkbox"/> Exempt: <input type="checkbox"/>	
Reports to: Circulation Team Leader or Circulation Manager	Pay Range: 13
Department: Circulation	Last Revision: Feb-08
Positions Supervised: None	

PURPOSE

Under direct supervision, the Circulation Assistant serves patrons at the circulation desk and processes circulating materials.

ESSENTIAL POSITION FUNCTIONS

- 1 Proactively provides customer service (including Public Access Catalog (PAC), check-out, self check-out, etc.)
- 2 Answers directional questions and assists patrons in the use of library resources
- 3 Assists customers with Library card accounts and resolves account disputes
- 4 Locate, retrieve, restock, check-in and check-out all library materials in all locations
- 5 Performs duties of Circulation Aide, as needed

REQUIRED QUALIFICATIONS

Education, Training and/or Experience

- 1 High school diploma or GED
- 2 Entry level position, no experience required
- 3 Ability to pass alphanumeric sorting test

Knowledge, Skills, Abilities and Personal Characteristics

- 1 Ability to maintain confidentiality and use appropriate judgment in handling information and records
- 2 Ability to work accurately with attention to detail
- 3 Ability to address and resolve patron conflicts equitably
- 4 Ability to retain and follow circulation department policies and procedures
- 5 Proficient in the use of the Integrated Library System (ILS)

Certifications, Licenses, Registrations

None



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PREFERRED QUALIFICATIONS

None

PHYSICAL DEMANDS

Ability to sit and use computer for extended periods and operate standard office equipment, daily

Ability to lift and move up to fifty (50) pounds, daily

Ability to push book trucks with up to 150 pounds of materials on them, daily

Ability to stand for extended periods, daily

Ability to perform repeated reaching, bending, climbing and squatting, daily

WORKING CONDITIONS

Majority of work performed in general office/library environment

Requires evenings and/or weekends

Requires periodic participation and attendance at events and training

This position description is not intended to be a complete list of all responsibilities, skills or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Worthington Libraries. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of the position.

EMPLOYEE ACKNOWLEDGEMENT

I have read and understand this position description.

Employee

Date



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Core Competencies - Core Competencies are the knowledge, skills, attitudes, values and behaviors that all employees are expected to demonstrate. The Worthington Libraries Core Values are indicated in italicized text.

Competency	Definition	Demonstrated Behaviors
<p>Adaptability</p> <p><i>Future Oriented</i> We respond appropriately to emerging practices and technologies in library and information science and related fields, and anticipate changes in our community's needs.</p>	<p>The ability to adjust to changing situations and take calculated risks.</p>	<ul style="list-style-type: none"> • Interprets and responds quickly to new or changed responsibilities, methods and procedures • Learns and applies new skills • Remains positive and productive
<p>Customer Service</p> <p><i>Quality Service</i> We anticipate needs and exceed expectations in delivering service.</p> <p><i>Diversity</i> We strive to be inclusive, and we recognize the dignity of all people from all backgrounds; we value contributions and ideas from all members of our diverse community.</p> <p><i>Intellectual Freedom</i> We are committed to providing open access to library resources which interest, inform and enlighten all people in our community.</p>	<p>The ability to appreciate the variety of patrons and staff and accommodate their diverse needs to the highest extent possible.</p>	<ul style="list-style-type: none"> • Welcomes interactions • Consistently greets patrons and staff with a smile • Strives to make library resources accessible to all members of the community • Proactively anticipates and addresses patron and staff expectations and needs • Knows when it is appropriate to bend the rules and explains positively when denials are required
<p>Communication</p> <p><i>Communication</i> We engage in the open exchange of information as a critical process for creating synergy of ideas within our library and with our community.</p>	<p>The ability, through both verbal and written methods, to provide concise, timely and accurate information, internally and externally, among all organizational levels and with all of the appropriate people.</p>	<ul style="list-style-type: none"> • Listens to others and verifies understanding of the message • Uses a variety of communication methods in the most appropriate form, in the manner that best enables the message to be understood • Responds to the comments and questions of others in a timely manner • Uses appropriate language • Proficient in the use of Microsoft Outlook • Knows how to find and use information on the Staff Intranet



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Organizational Awareness	The ability to support the library's mission, vision, culture and structure.	<ul style="list-style-type: none"> • Understands and identifies with the goals and values of the Library and models and actively communicates them effectively • Knows and appropriately follows the library's hierarchy • Knows, understands and appropriately applies policies and procedures • Keeps current on information sent by Administration
Technology	The ability to use equipment, materials, and processes to do work.	<ul style="list-style-type: none"> • Readily uses technology that is necessary to the position • Keeps current on changes in technology that are necessary to the position
Teamwork <i>We work together in a spirit of cooperation, supporting each others' efforts to achieve organizational excellence and provide quality service.</i>	The ability to work collaboratively with others.	<ul style="list-style-type: none"> • Willingly assists others by sharing expertise and time • Prepared to complete assigned tasks • Respects the ideas and opinions of others • Gives and accepts feedback in a positive manner • Proactively involves others to solve problems and achieve results which meet the needs of the Library
Problem Solving	The ability to understand the entire perspective on a situation or issue, identify patterns or connections between situations, assess problems and troubleshoot in order to identify effective solutions.	<ul style="list-style-type: none"> • Acquires new information and applies knowledge to analyze issues and resolve problems • Breaks problems down into components to identify required tasks or activities • Formulates new and imaginative solutions that reflect careful consideration of patron and library needs and goals • Considers risks, benefits, and impact of solution on the present and future library environment • Transfers learning from one situation to solve a problem in another • Consults with appropriate staff members before implementing solutions



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Personal Responsibility

The commitment to take appropriate action to meet patron and library goals and needs.

- Ensures accuracy and completeness of work
- Accepts responsibility for accomplishments and seeks to correct and learn from mistakes
- Continually seeks opportunities for learning and training
- Evaluates own strengths and weaknesses and seeks feedback from others for self-improvement
- Reports to work as scheduled and provides acceptable notice when unable to do so
- Is prepared to commence work activities at the assigned time.
- Adheres to break and lunch schedules
- Utilizes time efficiently, eliminates unnecessary activities and does not waste efforts and time of patrons, co-workers or supervisor

Integrity

We act with honesty and fairness as we conduct our business with patrons and each other; we assume personal responsibility for accomplishing the goals of the organization.

Position Specific Competencies - the skills, knowledge, attitudes, values and behaviors necessary to an individual's success in a position and to the overall success of an organization.

Competency	Definition	Demonstrated Behaviors
Marketing and Public Relations	The ability to identify, develop and implement successful marketing and public relations strategies that effectively communicate the value of the library and its services to the community served.	<ul style="list-style-type: none"> • Understands and uses the basic concepts of marketing and public relations as they relate to one's position • Develops, creates and coordinates the distribution of promotional materials designed to meet the needs of diverse audiences • Communicates with various populations (children, teens, adults, etc.) to explain how the library's services meet specific information and educational needs • Promotes value of products and services within the library and throughout the community