

JOB DESCRIPTION

FLAT RIVER COMMUNITY LIBRARY

Position: Reference/Circulation Assistant I

Beginning pay rate: 11.00/hr; 20-24 hrs/week

Application Deadline: 5 p.m. March 27, 2020

Job Summary: This entry-level position, under the supervision of the Library Director, performs a variety of duties in support of the circulation function and provides reference and information services.

Duties and Responsibilities include, but are not limited to, the following:

1. Provides excellent service to the public at the Circulation Desk while checking in and out library materials, collecting money from lost and damaged materials, issuing new/replacement library cards, registering new patrons and processing name and address changes.
2. Ensures circulation policies and procedures are followed for the proper handling of customer and material records for an accurate library database. This includes data entry of late, lost, damaged, and claims returned items, and patron information including necessary notes.
3. Sorts, packs, unpacks, and inspects library materials received from or being delivered to other libraries.
4. Counts, records, balances the cash register when working the closing shift.
5. Provides information to patrons regarding the library's circulation policies, procedures and refers issues to the Director as appropriate.
6. Provides excellent service to the public by assisting patrons in their search for library materials and providing materials advisory services.
7. Provides reference, information, and materials advisory services to the public in-person or by telephone in a courteous manner. Duties include receiving and answering of questions regarding library collections, services, and programs, performing a reference interview and conducting research to obtain sources of information, and recording reference statistics. Refers in-depth requests for information to Reference Librarian or Library Director.
8. Provides assistance to patrons and staff in the use of library equipment and machines (e.g., copier, on-line catalog, public computers, etc.); performs routine maintenance and corrects minor malfunctions of library equipment such as refilling paper and toner and assisting with paper jams.
9. May participate in the selection of materials for inclusion in the library's collection based on community interests and information needs.
10. Runs reports and lists for item hold information and inter-library loan requests. Searches shelves for requests, retrieves items requested and routes items appropriately. Contacts patrons or other libraries as necessary.
11. Responsible for collection maintenance duties; sorts and shelves library materials; empties book drops; shelf reading; shifts materials, cleans and inspects library materials for damage, repairs library materials.
12. Maintains confidentiality of all patron records and transactions.
13. Performs other clerical tasks upon request.
14. Performs other duties as assigned.

Job Requirements:

1. Associate's degree required. Bachelor's degree preferred.
2. One to two years of work experience in a library, retail or similar setting
3. Strong customer service skills
4. Team player
5. Detail-oriented
6. Basic clerical skills including computer and telephone skills.
7. Basic mathematical skills necessary for routine calculations.
8. Working knowledge of Flat River Community Library operations, policies and procedures.
9. Ability to work with general supervision and adhere to established policies and procedures.
10. Interpersonal and communication skills for interaction with staff and patrons in an effective and courteous manner.
11. Visual acuity necessary to retrieve library materials from shelves or storage areas.
12. Physical ability to push/pull fully loaded book carts, retrieve or place materials above shoulder- or below knee-level, and lift/carry materials and delivery bags weighing up to 40 pounds.
13. Hearing ability to answer telephone and patron inquiries.
14. Manual dexterity, visual acuity and sufficient keyboarding/PC skills to effectively access information on the computer.
15. Ability to operate a variety of equipment including computer, cash register, fax and copy machines.
16. Valid Michigan driver's license and available transportation.

Working Conditions:

1. Generally will work within a normal office environment, with minimal discomfort due to extreme temperatures, dust and noise.
2. Requires occasional travel in and out of county for meetings or training.
3. Work hours are varied, including evening and weekend hours.
4. Frequent sitting/standing in one position for extended periods of time.

This job description is intended to describe the general nature and level of work being performed by a person assigned to this job. They are not to be construed as an exhaustive list of all job duties that may be performed by a person so classified.

Application is available at www.flatriverlibrary.org/about. Applications, resumes, and cover letters will be accepted until March 27 at 5 p.m. and should be submitted to:

Flat River Community Library
Attn: Mattie Cook
200 W. Judd St. Greenville, MI 48838

Or email to: Mattie Cook, gremc@llcoop.org with subject line: Reference/Circulation Assistant I Application