



**Job Description**  
**Circulation Services Assistant**

Department: Circulation Services  
Job Title: **Circulation Services Assistant**  
FLSA Status: Non-Exempt  
Reports to: Circulation Services Department Head  
Supervises: n/a

**JOB SUMMARY**

Under general direction and in conjunction with the Circulation Services Staff, this position works to provide and cultivate excellent customer service. Duties include checking materials in and out; managing the flow of intra-library transits; managing overdue notices and fees; facilitating patron holds on library materials; sorting materials for shelving; assisting patrons with basic circulation functions, e.g. issuing library cards.

**ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

- Ensures a positive experience by greeting patrons, determining patron needs, analyzing and solving problems, and directing patrons to the correct staff and/or resources.
- Assists patrons with Library card accounts, including registering new cardholders, verifying account information, informing patrons of and enforcing policies, accepting payment on accounts, and ensuring accuracy of the account.
- Resolves patron account disputes by interviewing the patron, analyzing account information, interpreting library policies, and communicating about the situation with the patron.
- Checks library materials in and out for customers as well as offers assistance at self-check stations.
- Manages money by accepting cash and check payments, making change for payments, and balancing and reconciling cash drawers.
- Inspects returned materials for damage and missing pieces and takes appropriate action.
- Places, fills, and removes holds on Library materials.
- Fills Evergreen Indiana transit requests and processes incoming items.

- Empties drop boxes, sorts, and shelves library materials.

*The intent of this job description is to provide a representative summary of the major duties and responsibilities of the position. There may be other duties as assigned.*

### **EDUCATION AND WORK EXPERIENCE REQUIREMENTS AND PREFERENCES**

- Required: High School Diploma or general education degree (GED).
- Preferred: Prior experience in: customer service, problem identification/evaluation/resolution, teamwork, and intermediate computer proficiency.

***To perform this job successfully, the job candidate must be able to perform each essential function satisfactorily, either with or without a reasonable accommodation.***

### **PHYSICAL DEMANDS**

*Frequently:* standing, bending, pushing, squatting, walking, reading, writing, eye-hand coordination, hearing, seeing, and talking. *Occasionally:* sitting. *Rarely:* pulling

