

## JOB DESCRIPTION

### **CIRCULATION AIDE**

Approved by the Cudahy Family Library Board on 09/12/20

#### ***REPORTS TO:***

Library Director  
Circulation Services Supervisor

#### ***PURPOSE OF POSITION:***

Circulation aides interact directly with library users at the Circulation Desk and perform a variety of library clerical tasks using an automated circulation system. Circulation aides are responsible for carrying out routine procedures and established practices and are empowered to make beginning-level decisions. Circulation aides also return library materials to the shelves, maintain the collections in the Library in a neat and orderly fashion, and assist in other support tasks as assigned.

#### ***ESSENTIAL FUNCTIONS (in no particular order of importance):***

1. Greets, assists, and refers library users to appropriate personnel according to their needs. Performs a wide range of public contact duties, answers the telephone and relays calls to appropriate personnel.
2. Performs all Circulation Desk procedures, including opening and closing routines, the counting and preparation of the cash register, the checking in and checking out of materials, patron and program registrations and collecting fines.
3. Checks in Milwaukee County Federated Library System (hereinafter "MCFLS") deliveries of interlibrary loan materials, sorts MCFLS mail, and empties return drops.
4. Empties book trucks of returned library materials onto shelves in Circulation workroom, arranges returned library materials on book trucks, and shelves library materials in proper collection location.

5. Assists in stack maintenance by shelf reading assigned areas in the collections, shifting and straightening the materials on the shelves as needed.
6. Processes overdue, damaged, and returned missing materials; contacts and bills patrons, according to established procedures.
7. Assists patrons with the use and operation of equipment in the Copy Center and with sales of items from the Library, FOCL, or CFL Endowment Fund.
8. Monitors the behavior of patrons in the library in the interest of maintaining order and reports problems to a supervisor or the staff member at the Reference Desk.
9. Reads shelves and shelves materials as assigned.
10. Provides assistance in the arrangement and breakdown of the Library's meeting space and study rooms as needed for use by the Library's staff or public.
11. Provides backup assistance with on-line hold requests.
12. Maintains regular, predictable, and punctual attendance.
13. Maintains the confidentiality of Library and patron matters.
14. Performs other duties as assigned by the Library Director or her designee.

***PHYSICAL DEMANDS OF POSITION:***

1. Sitting, standing for long periods of time, walking, climbing, and stooping, kneeling and crouching.
2. Climbing: ascending and descending short footstool.
3. Bending/twisting and reaching.
4. Talking and hearing; use of the telephone.
5. Far vision at 20 feet or further and near vision at 20 inches or less.
6. Lifting, carrying: 40 pounds or less.
7. Handling: processing, picking up and shelving books.
8. Fingering: typing, writing, filing, sorting, shelving and processing.
9. Pushing, pulling: objects on wheels weighing 60-80 pounds.
10. Mobility: travel to meetings outside library.

***MENTAL REQUIREMENTS:***

1. *Communication skills:* Ability to effectively communicate ideas and information both in written and oral form.
2. *Reading ability:* Ability to effectively read and understand information contained in bulletins, memorandums, and reports, etc.

3. *Comprehension:* Ability to follow instructions verbally and in written form.
4. *Mathematical ability:* Ability to calculate basic arithmetic problems (addition, subtraction, multiplication and division) without the aid of a calculator.
5. *Time management:* Ability to set priorities in order to meet assignment deadlines.

***ENVIRONMENTAL/WORKING CONDITIONS:***

- Inside work environment
- Part-time position, typically working 20 - 28 hours per week
- Flexible hours of work: daytime, evening, and weekend hours

***EQUIPMENT USED:***

Book trucks, calculator, cameras, copy machines, computer workstations, fax machines, ladders, printers, cash register, self-checkout stations, security systems, telephones, and touch screen devices.

***EDUCATION/LICENSE/CERTIFICATION REQUIREMENTS:***

- High school diploma or equivalent
- Computer and general office experience preferred
- Some previous library work experience desirable

***KNOWLEDGE AND SKILLS REQUIRED FOR THE POSITION:***

1. Considerable skill in keyboarding and the ability to do data entry using a computer terminal.
2. Working knowledge of English language, grammar and spelling.
3. Good internal and external communication and customer service skills.
4. Ability to alphabetize and to develop a working understanding of the Dewey Decimal and Cutter systems of library materials arrangement.
5. Ability to pay attention to details.
6. Ability to learn and utilize proper operating techniques for Library equipment, including MCFLS computer terminals, self-checkout stations, cameras, printers, copy machines, fax machine, telephones, calculator, cash register, security camera system, and touch screen devices.

7. Ability to gain a solid understanding of Cudahy Family Library and MCFLS procedures and policies as they relate to circulation.
8. Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
9. Ability to work in a fast-paced environment and to have the flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously.
9. Ability to work well with the general public and to promote a positive image of the Cudahy Family Library.
10. Willingness to maintain skills in the above-mentioned areas through active participation in appropriate library skills learning experiences.
11. Ability to maintain and foster cooperative working relationships with peers and supervisors.

***BACKGROUND INFORMATION***

Evidence of good character is determined from a criminal background investigation.

***WAGES AND BENEFITS:***

Set by the Cudahy Family Library Board.