



# Peter White Public Library – Job Description

## Circulation Aide

AFCME Classification: Non-Supervisory, Public Desk Staff – Circulation Staff

Supervisor Title: Circulation Department Head

Weekly Hours: 20-25/week

FLSA Status: Non-Exempt

Benefits: PTO and Paid Holidays

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### **Position Purpose:**

Provides friendly and efficient customer service to library visitors. Provides direct assistance with library services and resources.

### **Education and/or Experiences Qualifications:**

To perform this job successfully, an individual must have the following education and/or experience:

- High School diploma or GED.
- Excellent verbal communication skills.
- Basic computer skills and knowledge of Internet resources.
- Experience working in public setting and providing customer service.
- Customer service experience is required; previous library experience preferred.
- Knowledge of basic library organization preferred (i.e. Dewey Decimal System).
- Ability to use standard office equipment including copy machines, telephone, calculator, fax, credit card machine, etc.
- Ability to communicate effectively with co-workers and library visitors.
- Ability to follow established procedures and regulations and work under direct supervision.
- Demonstrated ability to use good judgement in all situations.
- Possess a proactive public service philosophy.

### **Position Essential Functions and Responsibilities:**

- Using integrated library automation system (ILS) to perform standard circulation functions including but not limited to: check in and check out of library materials; placing holds; renewing checkouts; entering and updating patron records; searching for materials locally or within Resource Sharing Libraries.
- Collect overdue fines and other fees, accurately recording information in patron record and daily cash sheet as appropriate.
- Explain library policies and procedures to patrons in a manner that ensures positive customer relations.
- Answer routine inquiries in person or on the phone, referring patrons in need of professional assistance to librarians.
- Inspect returned items for damages. Evaluate damaged materials, may include performing simple mending projects.
- Prepare overdue notices for mailing to patrons.
- Assist patrons using self-checkout stations and other library equipment.
- Shelve books and other library materials as needed. Perform shelf reading tasks as needed.
- Assist in the daily operation of the Library as a whole including opening and closing the Library; managing lost and found; and other routine tasks to ensure a clean efficient work environment.
- Other duties as assigned by Supervisor.



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### **Workplace Cultural Expectations**

The Peter White Public Library strives to make its employees feel safe, respected, valued, and trusted. Since employees play a vital role in determining the library's culture, employees are expected to demonstrate a commitment to the following standards:

Workplace Cultural Expectations – (<https://pwpl.info/wp-content/uploads/2021/04/Workplace-Cultural-Expectations-2020.pdf>)

ALA Bill of Rights - (<http://www.ala.org/advocacy/intfreedom/librarybill>)

ALA Code of Ethics - (<http://www.ala.org/tools/ethics>)

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- The employee frequently is required to:
  - Stand, walk, and sit
  - Use hands and fingers to handle books, paper, and technology
  - Speak and listen to others
  - See and read
  - Reach with hands and arms
  - Stoop, kneel, crouch, or crawl
- The employee must be able to lift and/or carry objects weighing up to 25 pounds.
- The employee must frequently push, pull, and maneuver full book carts.