

MERRIMACK PUBLIC LIBRARY

Job Description: Library Aide I, PT Circulation
Grade 3

JOB SUMMARY:

Performs the functions of circulation including checking materials in and out, processing patron reserve materials; processing financial transactions, providing general assistance to the public in person and on the phone.

SUPERVISION RECEIVED:

Works under the supervision of the Head of Circulation who assigns duties, schedules hours of work, trains and evaluates. In the absence of this person, the Director, other Department Heads, or the Reference Librarian in charge will provide supervision.

SUPERVISION EXERCISED:

Occasionally prioritizes tasks for Pages; may supervise volunteers.

MAJOR DUTIES AND RESPONSIBILITIES:

Circulation

1. Uses the library's Integrated Library System (ILS) accurately and efficiently to perform various duties including:
 - Checking materials in and out.
 - Processing reserved materials.
 - Processing cash transactions for fines and fees.
 - Issuing library cards; updating existing library accounts as needed.
 - Coordinating museum pass requests and checkouts between Tixkeeper and the ILS
 - Aiding patrons with account questions or in searching for materials
 - Generating and processing overdue notices not sent via email.
 - Operates offline circulation module of ILS when needed.
2. Assesses condition of materials during a transaction; follows procedures for dealing with damaged materials.
3. Notifies patrons when reserved materials are ready.
4. Prepares materials for incoming and outgoing consortium and state deliveries.
5. Tracks daily circulation desk questions and wifi computer usage.
6. Manages circulation desk email account.
7. Keeps the circulation area neat and orderly.

Customer Service

1. Displays a friendly, helpful and professional attitude to both internal and external customers,

providing them with the service and attention they require

2. Exhibits respect for the privacy of patrons regarding their borrowing and research
3. Answers the telephone; when appropriate, routes calls elsewhere.
4. Maintains awareness of current activities, events and new services; promotes that information to patrons.
5. Maintains awareness of the calendar of non-library meeting to better serve new visitors

Other

1. Processes cash transaction related to the print management system.
2. Repairs worn and damaged items when patron traffic and staff coverage allows.
3. Creates and maintains Kelley System slide show.
4. Shelves general items throughout the main level when patron traffic and staff coverage allows.
5. Helps keep materials in order by assisting in the shelf-reading process when patron traffic and staff coverage allows.
6. Participates in staff and department meetings.
7. Participates in professional development opportunities.
8. Aids in processing materials by covering books and changing status as required.
9. Performs other duties as assigned.

PHYSICAL DEMANDS:

1. While performing the essential functions of this job, the incumbent is regularly required to bend and stoop, to use hands to finger, handle, or feel objects, and to reach with hands and arms, sometimes overhead.
2. While performing the essential functions of this job, the incumbent is regularly required to stand for long periods of time
3. While performing the essential functions of this job, the incumbent is regularly required to sit, stand go up and down stairs, and kneel and walk on a frequent basis.
4. While performing the essential functions of this job, the incumbent is frequently required to lift and/or move objects up to 10 pounds.
5. While performing the essential functions of this job the incumbent is occasionally required to lift and/or move objects up to 50 pounds.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent. Customer service experience required. Requires experience with computers, and a general understanding of the use of technology in modern libraries.

KNOWLEDGE, SKILLS, AND DESIRABLE ABILITIES:

1. Ability to meet people easily and get along well with others.
2. Ability to express oneself clearly and concisely both orally, in person, over the telephone, and in writing in the English language.
3. Attentive to details.
4. Accurate typing and word processing skills.

5. Knowledge of computers and computer technology and experience with the same.
6. Ability to learn new skills quickly.
7. Tact, courtesy, initiative, resourcefulness, good judgment, punctuality.
8. Understand and support the library's core values and mission statement.

SCHEDULE:

This is a year-round, part-time position with a weekday, weekend, and/or evening schedule.

July 2020