

Oshkosh Public Library

POSITION DESCRIPTION

POSITION: CIRCULATION ASSISTANT

CLASSIFICATION: LIBRARY ASSISTANT I

DEPARTMENT: FIRST FLOOR CUSTOMER SERVICE

DATE: OCTOBER 2015

GENERAL PURPOSE

The primary responsibility of this position is to perform behind-the-scenes, circulation-related tasks that assist in customer satisfaction with little direct customer contact.

SUPERVISION: Reports to Circulation Supervisor.

SALARY MATRIX LEVEL: B

ESSENTIAL DUTIES AND RESPONSIBILITIES

Duty / Responsibility	Performance Standards
<ul style="list-style-type: none">• Retrieve and process hold requests: Print the list of item hold requests received the previous day(s); search for the items; process the items, preparing them for pickup both locally as well as at other libraries in the system; place item-specific holds for patrons	<ul style="list-style-type: none">• Print, search, and process at approximately 55+ items per hour w 98% accuracy (meaning items they did not find that were not found upon follow-up) Weekly timeframe for this is approximately 20 hours.• Enter item specific requests which patrons are unable to enter through the web catalog: average of 1,000 to 1500 monthly.
<ul style="list-style-type: none">• Manage user records: Compare new card applications with newly-created user record to ensure accuracy (spelling, address, demographics, etc.); check the accuracy of user accounts that were renewed in the previous month; bill patrons for damaged and missing items.	<ul style="list-style-type: none">• Maintain, effect accuracy that is acceptable for Winnebago County Audit of patron records that are entered/amended. Performed as needed.• Records on damaged and missing materials assessed to patrons are maintained monthly. Performed as needed.
<ul style="list-style-type: none">• Weekly Deposit Collections: Library items are selected for area group homes/day cares/nursing homes. Items are checked out to the organizations and then boxed to be taken by van delivery each Thursday to the destination.	<ul style="list-style-type: none">• Complete selection, checkout, and boxing up between Monday and Wednesday weekly in time for Thursday delivery Complaints about selection should be less than 3/year. Estimated labor varies from 6 to 10 hours/week.

<ul style="list-style-type: none"> • Cash Management: Includes some paying of fines on specific computers and printing off till summary for the day as needed. Retrieve daily cash reports from Sirsi/Dynix, change format, and email to Administration. 	<ul style="list-style-type: none"> • Financial information is provided to Administration for all days the library is open.
<ul style="list-style-type: none"> • New Item Check-in and Maintenance: Check in the new items the library has finished processing, which will be held for reserve, sent to other libraries to fill their reserves, or shelved with the rest of the new items in the library collection; home location maintenance, which includes replacing the month stickers on new items, as well as releasing new items into the general collection 	<ul style="list-style-type: none"> • Done on an “as-needed” basis when books are brought to the department from Technical Services--usually daily. Approximately 1 hour or less to process the new items, watching for errors, and approximately ½ hour daily to fix/change to other or non-new locations.
<ul style="list-style-type: none"> • General page duties: Book-drops (including weekend book drop duty when the library is closed) and Evergreen Manor book-drop; discharge room; transits; shelving; shelf-reading; cart setup; self-check assistance 	<ul style="list-style-type: none"> • Able to perform all page duties at least as fast and accurately as the pages. Will fill in at page duties an average of 2-3 hours/week. See Page Position Description for more details.
<ul style="list-style-type: none"> • Assist the Circulation Supervisor: Duties include compiling statistics and spot-checking the accuracy of shelving when asked; fill in for Page Supervisor’s absence, generally limited to recording daily statistics and reassigning Page duties as circumstances require 	<ul style="list-style-type: none"> • Effect the smooth and accurate workflow of circulation material in absence of supervisor, ensuring that workflow of bookdrops, deposit collections, red box transits, discharge room etc. is maintained and no backups are resultant.
<ul style="list-style-type: none"> • Miscellaneous Projects: Projects could include searching shelves for missing items, and sending missing content forms to patrons; billing patrons for missing content items, assisting with large-scale library projects as they arise, which has included moving shelving units during reconfiguration, withdrawing and disposing of collections such as old magazines, relabeling shelves as needed due to collection shifting or reconfiguring, running reports that assist in collection clean-up 	<ul style="list-style-type: none"> • EXAMPLES: Database and shelving integrity are maintained by a combination of searching and running reports to insure that material is accurate in the database AND on the shelves. Patrons are notified when they return partial materials and billed when such issues are not resolved. Missing items are searched for and resolved. Shelves are shifted and relabeled when required. Claims returned report is run (items patrons think they brought back), items searched for and removed if found, billed if not.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Library policies, procedures and rules.
- Basic computer skills including data entry and word processing. Skill in the operation of software needed to perform the job includes library automated software, web content software, popular search engines, email providers and social networking sites.
- Ability to work confidently in high-pressure, fast-paced environment. Able to prioritize tasks appropriately during busy periods and make effective use of slow periods.

- Skill in communicating effectively with people from diverse backgrounds; successfully negotiate situations where customers are upset.
- Ability to work independently with limited direct supervision; establish and maintain effective working relationships; process confidential materials with discretion.
- Knowledge of assistive equipment, devices and technology for disabled persons.
- Ability to learn new technologies.

REQUIRED EDUCATION AND/OR EXPERIENCE

- High School diploma

TOOLS AND EQUIPMENT USED

Personal computers, printers, photocopy machines, telephone, postage machine, label-maker

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.

While performing the duties of this job, the employee is frequently required to stand for up to 8 hours; talk and hear; use hands to dial, handle, or feel objects or controls; and reach with hands and arms. The employee is required to kneel, walk, stand, bend, twist, push and pull. Job requires employee to be able to push carts and lift boxes weighing up to 50 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is moderate. Most work is indoors with occasional work performed outside such as collecting the bookdrop, salting icy front sidewalk and shoveling snow.

Employee may be called upon to clean up blood borne pathogens and bodily fluids.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and background check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.