OVERVIEW:

This position is responsible for direct customer service with the public at the circulation and phone desk. The Circulation Services Associate works actively and collaboratively with the other members of the department to provide circulation services that support the library’s mission, vision and values. This position is responsible to the Head of Circulation.

RESPONSIBILITIES AND DUTIES: (Illustrative, not exhaustive)

- Provide excellent customer service and hospitality assuring positive member experiences
- Scheduled at circulation or phone desk 100% of the time.
- Check out materials for patrons.
- Issue and renew library cards to patrons.
- Collect fines and fees from patrons.
- Interpret circulation policies and procedures to the public.
- Answer telephone and route calls to proper department.
- Direct patrons to appropriate staff and areas of the library.
- Orient new patrons to use of the library.
- Place calls to patrons regarding circulation matters.
- Assist patrons in use of photocopier, self checkout, and fax machine.
- Perform passport acceptance services.
- Perform check in functions.
- Maintain patron data in SWAN database.
- Perform tasks related to overdues.
- Attend staff meetings.
- Assist with opening and closing procedures.
- Perform related duties as assigned by the Department Head, Senior Circulation Supervisor or Assistant Circulation Supervisor

NECESSARY KNOWLEDGE and SKILLS.

- Excellent customer service skills.
- Exceptional interpersonal skills.
- Excellent communication skills, both oral and written in English.
- Must know or be able to learn circulation practices, policies and procedures.
- Proficiency in using computers.
- Strong organizational skills.
- Excellent problem solving skills.

NECESSARY ABILITIES

- Ability to adapt to and learn emerging technologies.
- Empathize with and relate to patron needs.
- Establish effective relationships with others and work as a team with department staff and staff in other departments.
- Ability to independently make decisions that involve the implementation of policies and procedures.
NECESSARY ABILITIES (continued)

- Work with frequent interruptions and/or changing priorities.
- Ability to pay attention to detail and handle multiple tasks at the same time.
- Must work accurately and independently.
- Use initiative, problem solving skills and good judgment.
- Exercise discretion with patrons and staff.
- Ability to enter data accurately into database.
- Ability to type 30 words per minutes, file alphabetically and perform basic mathematical calculations.
- Work days, evenings and weekends.

PHYSICAL REQUIREMENTS

- Hearing, speaking and listening to individuals in person and by telephone.
- Reading materials in print and electronic format.
- Ability to move loaded book carts and bins.
- Ability to lift, retrieve and shelve library materials.
- Ability to use computers, smart devices, telephone and other office and building equipment.
- Ability to stand up to 6 hours per day.
- Ability to move throughout the library to provide, explain, interpret and retrieve resources.
- Lifting library material up to 20 lbs.

QUALIFICATIONS FOR APPOINTMENT:

- High school diploma or equivalent.
- At least one year of public contact work experience.
- Valid driver’s license and State of Illinois approved automobile insurance.
- Reliable transportation.

July 2015, 1/25/17, 3/10/17, 5/14/19