Circulation Associate

Last updated: December 2024

Department:	Reports to:	Pay Grade:
Circulation	Circulation Manager	2
Schedule:	Supervises:	Classification:
8-18 hours per week. Schedule varies by position and may include daytime, evening, and weekend hours.	N/A	Part-Time Non-Exempt

Requirements for All Employees:

- Ability to communicate clearly and effectively.
- Ability to work pleasantly and effectively with the public and staff.
- Assist in promoting a safe working environment.
- Be familiar with library policies and procedures and be able to make decisions in accordance with them.
- Observe opening and closing procedures as required.
- Provide a welcoming and inclusive environment for patrons and staff.

Qualifications:

- High school diploma or GED required.
- Previous customer service experience preferred.

Knowledge, Skills, and Abilities:

- Ability to learn circulation procedures.
- Ability to learn readers' advisory procedures.
- Ability to learn ready reference procedures.
- Ability to locate items in alphabetical order and using the Dewey Decimal System.
- Familiarity with current technology.
- Knowledge of library procedures.
- Proficiency in Microsoft Office and Google Suite.

Duties and Responsibilities:

Customer Service:

- Staff service points as assigned.
- Provide patron account assistance, including the collection of fees.
- Accept applications for library cards.
- Assist patrons with study room reservations.
- Assist patrons with program registration and cancellation.
- Answer incoming phone calls, address patron requests and/or concerns, and direct calls to proper extensions.

- Provide directional information to patrons.
- Provide basic readers' advisory to patrons, such as locating a read-a-like or a similar author.
- Provide ready reference service to patrons.
- Accept passport applications according to guidelines set by the Department of State.
- Provide computer, copier, and printing assistance to patrons.

Circulation:

- Check materials in and out of the library, count kit pieces, trap holds and place items in transit.
- Process incoming and outgoing in-transit materials for the RAILS delivery bins.
- Manage in-house holds.

Continuing Education:

- Keep informed of trends in library service and participate in professional development activities relating to areas of responsibility to maintain current expertise and expand knowledge base.
- Complete required training as assigned.
- Attend all-staff and department meetings.
- Keep informed of current information and trends at the local and regional library level.

Other:

- Accept and assist with Friends of the Cary Area Library (FOCAL) donations.
- Assist with duties of the Circulation Manager as requested.
- Actively participate on committees as assigned.
- Perform related duties as required and assigned.

Physical Requirements:

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 different abilities to perform essential functions.

- Essential and marginal functions may require maintaining a stationary position as well as movement in the office to access file cabinets, equipment, etc.
- The ability to position self to maintain files in file cabinets.
- Occasionally move boxes weighing up to 50 pounds.
- Occasionally move or transport a cart up to 100 pounds.
- Continually operates a computer and other office productivity equipment such as a copy/ fax machine and printer.
- The ability to accurately communicate and exchange information and ideas so that others will understand.
- The ability to observe details at close or distant ranges.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with different abilities to perform the essential functions.

- Noise level in the work environment is generally quiet.

Disclaimer:
This description is not a complete list of specific duties and responsibilities. It does not limit or modify the right of the Circulation Manager to assign, direct, and control the work of the Circulation Associates.