

Job Title: Circulation Assistant

Location: Brainerd Memorial Library

Job Type: Part-Time

Hours: 18 hours per week

Salary: \$20.60 hourly

Job Summary:

This position provides front-line customer service to library patrons and assists with the daily operations of library circulation. The Circulation Assistant is responsible for checking library materials in and out, assisting patrons with library accounts and services, processing holds and transit materials, shelving materials, and maintaining an organized and welcoming public service environment.

The Circulation Assistant also provides basic technology and general library assistance, and supports other library departments as needed. The position requires frequent interaction with patrons of all ages and abilities and may include working evenings and weekends.

Key Responsibilities:

- Provide professional and welcoming customer service to all library patrons.
- Check library materials in and out using the library's integrated library system.
- Assist patrons with library card applications, material holds, renewals, account updates, other account-related services, and questions regarding circulation of library materials.
- Accurately process payments, fees, donations, and other financial transactions in accordance with library procedures.
- Process incoming and outgoing transit materials and ensure materials are routed to the appropriate location.
- Sort, shelve, and organize library materials according to established procedures.
- Pull requested materials, holds, and other items for patrons and library departments.
- Assist with locating materials and provide directional assistance throughout the library.
- Assist patrons with basic computer, ebook, internet, printing, scanning, copying, mobile device, and other technology-related questions.
- Help patrons navigate the library's online catalog, electronic resources, databases, digital collections, and other library technology.
- Maintain an orderly, clean, accessible, and welcoming circulation area and other public spaces.
- Monitor public areas and respond appropriately to routine patron needs and concerns.
- Protect the confidentiality of patron records and personal information in accordance with library policy and applicable law.
- Work collaboratively with other library departments and assist with library programs, events, displays, outreach activities, and other special projects as needed.
- The duties and responsibilities listed above are not exhaustive and may be subject to change based on the needs of the library.

Qualifications:

- High school diploma or equivalent required.
- Previous customer service, public service, library, retail, or office experience preferred.
- Strong customer service and interpersonal skills.
- Excellent communication skills and the ability to interact effectively with patrons of diverse ages, backgrounds, and abilities.
- Strong attention to detail and ability to maintain accurate patron and circulation records.
- Basic computer proficiency and the ability to learn and use library technology and software.
- Ability to assist patrons with basic technology questions and willingness to learn new technologies.
- Ability to handle cash and financial transactions accurately.
- Ability to work independently and collaboratively as part of a team.
- Ability to remain patient, courteous, and professional when responding to difficult or challenging situations.
- Commitment to providing equitable, inclusive, welcoming, and accessible service to all members of the community.

Work Environment:

- Work is performed in a public library setting with frequent interaction with patrons, coworkers, and members of the public.
- The position requires regular work at a circulation or public service desk.
- Work involves frequent standing, walking, bending, reaching, and sitting.
- Work involves regular lifting, carrying, pushing, and shelving of books and other library materials.
- Must be able to lift and carry up to 30 lbs., including library materials, supplies, and equipment, as needed.
- May require working evenings, weekends, and occasional special events or programs outside of regular scheduled hours.