

# Mercer Public Library

## ***Library Circulation and Programming Assistant job description***

Revised November 17, 2022

**Position Definition:** Under the supervision of the Library Director, the Library Circulation and Programming Assistant provides customer service to library patrons, performs paraprofessional library duties, plans and presents library programs for various ages, helps to maintain the library's website and social media, and performs marketing duties as assigned.

### **Responsibilities**

1. Customer Service
  - a. Handles patron requests and phone calls at the circulation desk
  - b. Provides basic reference services and technology support for patrons, and refers more complex requests to the library director
  - c. Provides readers' advisory and assists patrons in finding library materials
  - d. Assists patrons with library digital services
  - e. Assists patrons with copy, fax, laminating, and other library services
  - f. Handles payments for library fines, fees, and services such as copying and faxing
  - g. Enforces the library's *Patron Responsibilities and Conduct* policy as necessary
2. Circulation
  - a. Circulates library materials using the library's Integrated Library System (ILS) software
  - b. Registers patrons for new library cards and maintains patron records
  - c. Uses daily paging slips to fill system requests
  - d. Assists in placing holds for patrons and book clubs
  - e. Notifies patrons of materials ready for pickup and sends overdue notices and bills
  - f. Shelves library materials
  - g. Performs ILS maintenance tasks including clearing the hold shelf and checking the high demand holds and outstanding holds lists
  - h. Processes incoming and outgoing delivery of library materials
  - i. Maintains an awareness of library and ILS consortium policies and ensures that the Mercer Library complies with those policies
  - j. Seeks training on consortium policies and procedures as necessary
3. Programming and Marketing
  - a. Assists with planning, marketing, and presenting public programs for various ages
  - b. Prepares drop-in activities such as craft kits and other hands-on activities
  - c. Provides select ongoing programming for adults
  - d. Plans and presents summer reading programs
  - e. Creates displays of library materials to encourage patron browsing
  - f. Organizes rotating displays from local artists and residents
  - g. Updates the library website as directed
  - h. Monitors and posts on the library's social media outlets
4. Collection Development
  - a. Recommends books and movies for purchase based on patron requests and an awareness of current popular titles

- b. Selects items for memorial and honor gifts
- 5. General Library tasks
  - a. Handles payments for library fines, fees, and services such as copying and faxing
  - b. Performs tasks such as dusting, cleaning computer stations, and other cleaning
  - c. Organizes supplies, storage areas, and library equipment
  - d. Performs shelf reading to keep library materials organized
  - e. Uses email or phone to communicate with staff at other libraries, the library system, other library staff, board members, and the community
  - f. Assists the Friends of the Mercer Public Library with clerical tasks
- 6. Ensuring library policies are followed
  - a. Provides a safe and welcoming environment for all patrons
  - b. Follows all library confidentiality policies and state statutes
  - c. Provides professional service to all library patrons regardless of religious, racial, social, economic, or political status; mental, emotional, or physical condition; age; gender; or sexual orientation
  - d. Adheres to library standards of intellectual freedom
- 7. Other duties as assigned

### **Working conditions**

- 1. Inside work environment.
- 2. Regularly scheduled hours; occasional evening and weekend hours.
- 3. Equipment Used: Computer workstations, audiovisual equipment, book trucks, building systems such as security and HVAC, calculator, cameras, copy machine, fax machine, printer, telephone/TDD, and other standard office equipment

### **Physical and education requirements**

- 1. Mobility to move around the library, shelve materials, perform basic cleaning, and assist patrons
- 2. Bending, twisting, and reaching; lifting and carrying objects 25 pounds or less; pushing or pulling carts weighing 75 pounds or less; processing, picking up and shelving books; assisting with snow removal or other regular building maintenance tasks; and assisting patrons with building evacuation in case of an emergency
- 3. Ability to communicate with other staff, library patrons, and community members verbally and in writing; Ability to follow written and oral instructions
- 4. Ability to perform basic mathematical computations accurately; type accurately; work cooperatively with others; and provide positive customer service
- 5. High school diploma or equivalent; experience in public library work; knowledge of basic office procedures; or a relevant combination of education, experience, and training