

# Mercer Public Library

## ***Library Circulation and Technical Services Assistant job description***

Revised November 17, 2022

**Position Definition:** Under the supervision of the Library Director, the Library Circulation and Technical Services Assistant provides customer service to library patrons, manages interlibrary loan, performs copy cataloging and processing of new materials, maintains the library collections and public spaces, and supervises volunteers.

### **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. Interlibrary Loan (ILL) services
  - a. Assists patrons in making requests through the interlibrary loan system when needed
  - b. Manages incoming and outgoing interlibrary loan requests
4. Cataloging
  - a. Catalogs new library materials according to the Bibliographic Standards for the Northern Waters Library Network (NWLN)
  - b. Remains aware of NWLN policies and procedures through continuing education, requesting training from the library director or NWLN staff when needed, utilizing the NWLN website, and reading emails from NWLN staff
5. Library volunteer program
  - a. Recruits and trains volunteers
  - b. Maintains volunteer schedules and allocates work to volunteers

- c. Supervises volunteers to ensure that library policies and standards are upheld
- 6. 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
  - c. Processes new items for the library's collection
  - d. Performs minor repair to library items and recommends items for replacement
  - e. Assists with inventory, weeding, and other collection management tasks
- 7. General Library tasks
  - a. Performs tasks such as dusting, cleaning computer stations, and other cleaning
  - b. Performs shelf reading to keep library materials organized
  - c. Uses email or phone to communicate with staff at other libraries, the library system, other library staff, board members, and the community
- 8. 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
- 9. 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