



Circulation Staff

Last modified JANUARY 30 2025

JOB DESCRIPTION: Our Circulation Staff are responsible for both public service and support functions, including but not limited to materials circulation (checking in and out, etc.), general clerical tasks, providing appropriate support for teen and children's services as needed, and contact with customers to assist in locating items within the collection, navigating basic technology, submitting collection development and interlibrary loan requests, and basic genealogy queries.

This position is 20 hours per week, \$10 per hour.

Applicants must pass a background check. They must also hold or, if hired, obtain appropriate Kentucky Public Library Certification and complete Library-provided training in the emergency administration of CPR, AED, and naloxone nasal spray.

SUPERVISION RECEIVED: Work is performed under the direct supervision of the Circulation Supervisor (or the supervisor in charge, if the Circulation Supervisor is unavailable).

SUPERVISION EXERCISED: None.

GUIDELINES: Any and/or all Rowan County Public Library policies, procedures, position description, and new employee orientation manual.

CONTACTS: Fellow Library staff, supervisors, and Library customers, as well as community groups and representatives of professional organizations.

DUTIES:

- Provides exceptional customer service
- Teaches and assists Library customers with checking out borrowed materials and other circulation-related tasks



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- Assists Library customers with cardholder accounts, including but not limited to processing applications, verifying and updating account information as needed, and accepting payments on accounts
- Assists Library customers with locating and reserving library materials
- Assists Library customers in utilizing library tools such as our website and databases, basic internet resources (e.g. search engines), our online public access catalog (OPAC), copiers, printers, computers, genealogy resources, etc.
- Proactively seeks out Library customers to offer assistance in all facility areas
- Provides accurate information about Library resources and services to customers
- Suggests books, authors, etc. to Library customers upon request
- Courteously answers incoming phone calls
- Performs routine collection maintenance tasks according to assignment
- Utilizes Library email on at least a twice-daily basis to stay informed about Library matters
- Proactively explains Library policies and procedures to customers and holds customers accountable for following such or refers them to appropriate supervisory staff, as needed
- Respects Library facilities and the work environment by keeping work areas neat, handling minor cleanup tasks, and reporting maintenance issues promptly, as appropriate
- Interacts and communicates pleasantly and effectively with diverse Library customers and staff, maintaining a positive and professional demeanor and providing friendly and courteous service
- Operates point-of-sale software and assists with counting and sorting money, as assigned



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Note: This job description reflects the Library's assignment of essential functions for this particular position, and does not prescribe or restrict the tasks that may be assigned at a later date or as needed.

EDUCATION/QUALIFICATIONS:

- 18 years of age or older
- High school diploma or GED
- Previous library experience preferred, but not required

NECESSARY KNOWLEDGE/SKILLS:

Applicants to this position should demonstrate the ability to:

- File items alphabetically and numerically
- Follow oral and/or written instructions
- Understand and/or quickly learn and follow standard library procedures
- Understand the boundaries of job responsibilities and refer Library customers to appropriately trained staff
- Carry out, with limited supervision, continuing assignments related to the daily operations of the Library
- Work the required schedule and occasionally help to fill scheduling gaps
- Understand and perform basic accounting tasks
- Understand and perform basic technology troubleshooting
- Understand and operate current versions of Microsoft Windows, Google Workspace, and common internet browser software



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EXPECTATIONS APPLICANTS SHOULD HAVE FOR THIS POSITION:

- Ongoing establishment and maintenance of positive, effective working relationships with coworkers and Library customers
- Consistent, effective communication with others
- Frequent, courteous service interactions with Library customers and the community
- Frequent need to effectively operate and/or manipulate computer peripherals such as keyboards, mice, scanners, etc.
- Ongoing need for familiarity with emerging and/or changing technology
- Frequent need to repeatedly move library materials to book trucks, move book trucks to various locations, and place and remove books from any shelf of a 90-inch shelving unit by lifting at, above, and below shoulder level
- Frequent need to climb small stepladders to shelve library materials
- Frequent need to bend, stoop, stand for periods of two to three (2–3) hours, and lift and/or carry library materials weighing up to 50 pounds
- Consistent need to work without sitting for a minimum of two (2) hours, and to move with reasonable speed during such periods between locations throughout the workplace in order to accomplish public service duties
- Frequent need to read and/or interpret instructions transmitted by computer screen

Note: Physical demands described here are representative of those which must be met by a Library employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Work is often performed in and around books, shelves, and computer equipment, requiring adherence to industry safety procedures and/or guidelines.