



Wilmette Public Library
Job Description

Position:	CIRCULATION ASSISTANT
Type:	Full-time, Part-time, Substitute, Seasonal, Temp.
Classification:	Non-exempt
Reports to:	Circulation Manager
Pay Grade:	4
Updated:	1-28-21

POSITION SUMMARY

Reporting to the Circulation Manager, the Circulation Assistant is responsible for performing all patron-related functions at the Circulation desk in accordance with all Library’s policies, practices and procedures. This position provides accurate, courteous, and direct customer service and ensures a positive library experience for our patrons.

ESSENTIAL RESPONSIBILITIES

- Check in and check out all library patron materials using our automated circulation system.
- Issue library cards to new patrons, renew existing cards, and update patron account information.
- Provide exceptional customer service by answering patron questions and resolving patron-related issues. Refer patrons to appropriate department when necessary, and escalate complaints/concerns to the Circulation Manager when appropriate.
- Support and work with Safety Monitors to resolve patron-related behavior issues.
- May train new hires on Circulation policies, practices, and procedures as needed.
- Participates on Library committees as assigned.
- Keep current on department and library news and events by checking work email and staff intranet.
- Performs other duties as assigned.

KNOWLEDGE / SKILLS / ABILITIES

- Ability to demonstrate superb communication skills both verbal and written.
- Ability to demonstrate knowledge of department practices and procedures.
- Ability to work independently while also flexible to work in a team setting.
- Demonstrate awareness of library resources, practices, and policies.
- Ability to demonstrate proficiency in computer skills.

QUALIFICATIONS

- One year experience working with the public preferred. Experience in public library setting desirable.
- HS Diploma or GED required.
- Exceptional customer service skills required.
- Ability to work both independently and in a team setting.
- Schedule includes daytime, evening, and weekend hours.
- Proficient in Microsoft Office Products.
- Ability to maintain accuracy in cash register transactions.
- Knowledge of integrated library systems (including Polaris LEAP) preferred.
- Ability to demonstrate basic math skills and ability to alphabetize.
- Bilingual skills are a plus.

Physical Requirements: (Requests for reasonable accommodations to these requirements may be considered)

- Ability to read, write, and communicate fluently in English.
- Physical ability to sit, stand, stoop, and kneel for extended periods of time.
- Ability to walk from one area of the Library to another.
- Ability to occasionally lift and carry items up to 35 pounds.
- Ability to occasionally push or pull carts weighing up to 75 pounds.

ACKNOWLEDGEMENT

I understand this job description and its requirements and responsibilities required to fulfill the position. I also understand that the job functions may change as needs evolve.

Employee's Signature

Date