

**CLARENDON HILLS PUBLIC LIBRARY  
CIRCULATION ASSOCIATE**

**DEFINITION**

This part-time support staff position under the direct supervision of the Head of Circulation Services requires the ability to perform all essential circulation services that relate to customer service, patron registration and the check-in and check-out of library materials.

The Circulation Associate is responsible for the duties listed below and must be amenable to other duties as assigned.

**CUSTOMER SERVICE**

The Circulation Associate:

- Greets incoming customers and directs them to the proper department.
- Answers in-coming phone calls and routes calls or messages to appropriate staff.
- Staffs the circulation desk at assigned times and handles the charging, renewing and discharging of library materials.
- Registers new library patrons and prepares new or updated library cards.
- Handles the assigned procedures for library program signups and registration.
- Assists patrons by competently answering basic questions about the library's print and digital collection including helping users place holds.
- Teaches library users how to use the online catalog as needed.
- Helps customers locate library materials.
- Regulates and attends to the servicing of the copy machine and printers as needed by refilling paper bins, fixing paper jams and assisting patrons with instruction.
- Creates computer passes for guest users and assists with basic troubleshooting on public computers as needed.
- Acknowledges and responds to customer complaints.

**FINANCIAL FUNCTIONS**

The Circulation Associate must have the ability to:

- Handle payment for all fees including fines, copy/fax machine, book sale transactions and lost/damaged items.

**PERFORMANCE RESPONSIBILITIES**

The Circulation Associate must have the ability to:

- Learn and keep current with all activities and procedures required by SirsiDynix computerized circulation system.
- Empty the book drop and properly handle returned items.
- Follow opening and closing procedures.
- Shelve new books, magazines, DVD's and newspapers.
- Handle processing of reserve materials.
- Process new periodicals/newspapers and maintenance of back issues
- Sort incoming mail and deliver to staff.
- Handle the correct routing of incoming van delivery materials.
- Perform other duties as assigned by the Circulation Supervisor or the professional staff.

## **NECESSARY KNOWLEDGE, SKILLS AND ABILITIES**

The Circulation Associate must have the ability to:

- Perform library circulation duties.
- Use computer technology in a public library setting.
- Use general office equipment and machinery.
- Lift 30 pounds and place books on the top shelves of the stacks using a step-stool.
- Implement and carry out projects.
- Work independently, cooperate with co-workers and maintain good organizational skills.
- Communicate effectively, both orally and in writing
- Exercise good judgment, diplomacy and attention to detail.
- Behave courteously towards staff and the public.

## **QUALIFICATIONS**

The Circulation Associate must:

- Have completed high school.
- Be able to work assigned hours which includes every other Saturday.
- Have some familiarity with library work or have related work experience in data processing or clerical fields.