Town of Middlebury
Job Description

Title: Library Assistant I - Circulation
Department: Ilsley Public Library

Reports to: Circulation Librarian
Date Prepared: 11.29.2023

Overview
The Library Assistant I - Circulation works under the direction of the Circulation Librarian. S/he checks materials in and out, shelves returned materials, answers the phone, handles simple reference questions, provides basic tech support, processes payments (cash and credit card machine), directs questions to the appropriate librarian, and assists work study students. The Library Assistant I — Circulation will primarily work on the adult services circulation desk, but will also fill occasional shifts on the youth desk and at the Sarah Partridge Branch Library.

Knowledge, Skills and Abilities Required

- high school diploma
- at least three years of previous library experience, or equivalent education
- excellent customer service skills
- the ability to work well with persons of all ages
- ability to pay attention to detail
- familiarity and comfort with computers
- patience and a good sense of humor
- tolerance for noise and interruptions
- must be able to speak clearly, use a keyboard, a telephone, and a cash register

Duties and Responsibilities

- welcomes new users and explains library services
- registers and renews customer accounts
- checks materials in and out for customers
- handles overdue, lost, and damaged items and sees that staff responsible for purchasing are aware of which items are no longer in the collection
• processes requests and reserves, calls customers and informs them of any problems, and informs librarians of titles in heavy use. This requires running simple reports in KOHA and maintaining the holds shelf
• answers the telephone
• open/close the library, including open/close the building, doors, cash registers, windows, and open/close the safe
• maintains an orderly, friendly atmosphere
• straightens shelves, shifts books when needed, and rehelves new materials
• helps assess items for reported damage and repairs materials when possible
• works where and when needed at either desk
• helps customers use equipment (catalog, self-check, computer, public printing/scanning/faxing etc.), as well as with personal devices such as phones or laptops
• performs other library duties as assigned

Working Conditions

• 20 hours per week, including two evening shifts and a weekend shift.
• Duties may require intermittent light to moderate physical effort in carrying, lifting, or moving light-weight materials or equipment.
• Shelving duties include bending and kneeling on the floor. Other duties may require accessing materials above 5’.
• This position requires a mix of sitting, walking and/or standing.

Disclaimer

The information provided in this job description is intended to describe the general nature of this position and is not to be considered a complete statement of duties, responsibilities and requirements.