

Circulation Associate**Last updated: July 2024**

Department:	Reports to:	Pay Grade:
Circulation	Circulation Manager	23
Schedule:	Supervises:	Classification:
8-18 hours per week. Scheduling may require availability during any Library operating hours, including days, evenings and weekends, and occasionally when the Library is closed. Flexibility is required as need arises.	N/A	Part-Time Non-Exempt

Requirements for All Employees:

- Ability to communicate clearly.
- Assist in promoting a safe working environment.
- Provide courteous and friendly service to patrons and staff.
- Assist in providing a welcoming and inclusive environment for both staff and patrons.
- Observe opening and closing procedures as required.
- Evening and weekend hours may be required.

Qualifications:

- Associates degree, LTA certificate/certification, or equivalent in experience.

Knowledge, Skills, and Abilities:

- Ability to learn circulation, ready reference, and readers' advisory procedures.
- Ability to locate items in alphabetical order and using the Dewey Decimal System.
- Ability to work pleasantly and effectively with the public and staff.
- Familiarity with current technology.
- Knowledge of and interest in Library procedures.
- Knowledge of and interest in literature.
- Proficiency in Microsoft Office and Google Suite.

Duties and Responsibilities:**Customer Service:**

- Staff service points as assigned.
- Provide patron account assistance, including the collection of fees.
- Check materials in and out of the Library.
- Accept applications for Library cards.
- Answer and direct incoming telephone calls.
- Provide directional information to patrons.
- Provide basic readers' advisory to patrons, such as locating a read-a-like or a similar author.

- Provide ready reference service to patrons.
- Accept passport applications according to guidelines set by the Department of State.
- Provide computer, copier, and printing assistance to patrons.
- Manage in-house reserves.

Other:

- Be familiar with Library policies and procedures and be able to make decisions in accordance with them.
- Accept and assist with Friends of the Cary Area Library (FOCAL) donations.
- Assist with duties of the Circulation Manager as requested.
- Observe opening and closing procedures as required.
- Perform related duties as required and assigned.

Physical Requirements:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with different abilities to perform essential functions.

- Essential and marginal functions may require maintaining a stationary position as well as movement in the office to access file cabinets, equipment, etc.
- The ability to position self to maintain files in file cabinets.
- Occasionally move boxes weighing up to 50 pounds.
- Occasionally move or transport a cart up to 100 pounds.
- Continually operates a computer and other office productivity equipment such as a copy/fax machine and printer.
- The ability to communicate information and ideas so others will understand. Must be able to exchange accurate information in these situations.
- The ability to observe details at close or distant ranges.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with different abilities to perform the essential functions.

- Noise level in the work environment is generally quiet.

Disclaimer:

This description is not a complete list of specific duties and responsibilities. It does not limit or modify the right of the Circulation Manager to assign, direct, and control the work of the Circulation Associates.