

## AVON LAKE PUBLIC LIBRARY

### JOB POSTING

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Position:	<b>Circulation Assistant</b>
Grade:	12 (non-exempt; hourly)
Hourly rate range:	\$12.22, DOQ/E
Application deadline:	October 11, 2021, 5 pm

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#### **PURPOSE:**

- Provides excellent customer service to all patrons at the Circulation desk.
- Deals with patron concerns and issues at the Circulation desk, resolving them effectively and efficiently.

#### **ESSENTIAL JOB FUNCTIONS:**

- Check library materials out and in.
- Register new patrons; inform and advise, regarding library services and policies.
- Renew library materials.
- Place holds on library materials, and notify patrons of same.
- Collect fines, lost materials fees, fax fees, etc., and issue receipts.
- Open and close Circulation desk workstations.
- Personally greet patrons and answer phone calls in a friendly and professional manner.
- Provide directional and basic informational services.
- Maintain patron information database.
- Assist patrons with fax and photocopy equipment.
- Provide various public services, e.g., voter registration, tax form distribution, etc.
- Remove discarded items from database.
- Respond to patron complaints; resolve or refer them to the appropriate resource.
- Schedule meeting rooms.
- Process newspapers.
- Monitor physical appearance of library materials; determine fate on a case-by-case basis.

Schedule:	15.5 hours weekly Tuesday: 4-8 pm Thursday: 5-9 pm Every other Friday/Saturday: 9 am – 5 pm Occasional Sundays: 1 – 5 pm
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**QUALIFICATIONS:**

- Demonstrated interpersonal skills, including the ability to communicate and work effectively with others, including all types and ages of people.
- Demonstrated flexibility, including the willingness and ability to learn new technology, techniques and methods.
- Demonstrated attention to detail, regarding accuracy and consistency.
- Demonstrated problem-solving and organizational skills.
- Proficient computer and data entry and retrieval skills, including use of the Internet and word processing application.
- Thorough knowledge of library policies, procedures, programs and services.
- Basic understanding of library cataloguing module.
- Superior customer service skills.
- Ability to multi-task.
- Demonstrated decision-making skills.
- Physical agility and stamina to lift, bend, stand and walk.

**TO APPLY:**

Send cover letter and resume to [hr@avonlake.lib.oh.us](mailto:hr@avonlake.lib.oh.us)

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Avon Lake Public Library is an affirmative action/equal opportunity employer and public service agency.