

**WESTLAKE PORTER PUBLIC LIBRARY  
JOB DESCRIPTION**

**JOB TITLE:** SUBSTITUTE SR. ASSISTANT - CIRCULATION

**JOB CLASSIFICATION:** Substitute; Sr. Assistant, Non-Exempt

**SALARY:** Grade 210

**HOURS:** Substitute Hours Only

**JOB REQUIREMENTS:** **EDUCATION/EXPERIENCE**  
HS degree required. Library experience preferred.

**KNOWLEDGE/SKILLS**

Ability to work with the public: Tact, courtesy, friendliness, and a positive approach to customer service are paramount. Some typing/keyboard skills are necessary. Attention to detail and ability to organize is essential. Proficient interpersonal skills are required: Ability to communicate effectively and to function effectively in a team-oriented environment is critical.

**WORKING CONDITIONS**

Work is performed primarily in the library. Lifting, moving, shelving of books, other light library materials and equipment is expected.

**REPORTS TO:** Circulation Manager, Assistant Manager and Shift Supervisors.

## **BRIEF JOB DESCRIPTION:**

Westlake Porter Public Library's mission is to educate, empower, enlighten, and excite by serving as premier knowledge provider, a family activity center, and Westlake's information and community commons. This position helps accomplish that mission by providing excellent customer service in charging out and checking back in all library materials borrowed by patrons. This includes: 1) following and suggesting procedures that make it enjoyable and easy for patrons to use PPL (including registering for a card, paying overdue fines, and renewing materials) both in person and on the phone, and 2) interacting positively and cooperatively with the public, circulation coworkers, and staff in other departments to provide the best service possible to the library's customers.

## **DETAILED JOB DUTIES (WITH ESTIMATED PERCENTAGE OF TIME):**

1. Charges out and checks in library materials, following established circulation and security procedures, using the preferred customer service behaviors that are emphasized and explained during on the job training, in written communications, and staff development sessions. **(60%)**
2. Performs auxiliary tasks related to quick access and good circulation services, including:
  - Registers customers for library cards and assists in maintaining an up-to-date, accurate database of those registrations.
  - Calculates and collects fines and fees.
  - Handles renewals of library materials, both telephoned and in person, and notifies patrons about reserved materials.
  - Performs all opening and closing procedures for the circulation desk area, as assigned, and provides meeting room access to community groups, as required.
  - Sorts and shelves library materials, as needed. **(20%)**
3. Uses good telephone etiquette skills to answer and route appropriately incoming telephone calls, including taking messages, as scheduled. **(10%)**
4. Answers customer inquiries about basic library services and circulation procedures or policies with understanding, skill, and tact. Makes good judgments about when to refer a question to another individual or department for better customer service or a more complete, more accurate answer. **(5%)**
5. Keeps informed by attending departmental and general staff meetings and by participating in other workshops or training as requested or appropriate. **(5%)**

6. Monitors library facility in the circulation area to ensure a safe, secure environment for customers and staff. **(Ongoing)**
7. Serves as a positive part of the Circulation team by communicating effectively with coworkers and supervisors; by assisting the Coordinator and Assistant Coordinator in all aspects of providing good library service to the public; and by understanding, performing, and conveying the library's role, mission, and values to the library's customers. **(Ongoing)**
8. Performs miscellaneous additional related duties as needed by the library and assigned by the supervisor. **(Ongoing)**

**Essential duties:** 1-8

<b>Title: Sr. Assistant - Circulation</b>	<b>Date: May 8, 2001</b>
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**PHYSICAL STRENGTH FACTORS:**

Does this job require:

Lifting:	Yes	<b>If yes, maximum weight is: .</b> 30 lbs
Pulling	Yes	
Carrying	Yes	
Reaching	Yes	
Above shoulders	Yes	
To floor level	Yes	
Gripping	Yes	

**PHYSICAL MOBILITY FACTORS:**

**SENSORY/PERCEPTUAL FACTORS:**

Throwing	No	<b>HEARING:</b>	
Sitting	No	Conversation	Yes
Standing	Yes	Sounds	Yes
Walking	Yes	<b>VISION:</b>	
Climbing	No	Far	No
Stooping	Yes	Near	Yes
Bending	Yes	Color	Yes
Crouching	Yes	Depth	Yes
Kneeling	Yes	<b>PERCEPTION:</b>	
Crawling	No	Spatial	No
Twisting	Yes	Form	Yes
Balancing	Yes	Feeling	Yes

**WORK ENVIRONMENT FACTORS:**

Inside Work	Yes	Traveling	No
Outside Work	No	Working Alone	Yes
Hot/Cold	No	Working in a Group	Yes
Fumes	No	Interact with Public	Yes
<b>HAZARDS:</b>			
Machines	No	<b>OPERATE:</b>	
Electrical	No	Equipment	Yes
Sharp tools	Yes	Telephone	Yes
Slippery floors	Yes	Computer	Yes
Congestion	Yes		
Heat/cold	No		
Dust/vapor	Yes		

**ACCESSIBILITY FACTORS:**

Doors	Yes	Staff Room	Yes
Isles	Yes	Public Bathrooms	Yes
Tables	Yes	Drinking Fountain	No
Telephones	Yes	Parking	Yes