

**LARAMIE COUNTY LIBRARY SYSTEM  
JOB DESCRIPTION**

<b>Job Title</b>	<b>FLSA Status</b>
CIRCULATION ASSISTANT	NON-EXEMPT
<b>Division</b>	<b>Pay Grade</b>
CIRCULATION & BRANCH SERVICES	24

**JOB SUMMARY**

The primary responsibility of the individual in this position is to serve the general public in satisfying their informational and reading needs, both as walk-in patrons and on the telephone. The Circulation Assistant also provides readers' advisory help for materials on the first floor and assists library users in relationship to their library card accounts, self-check and return of materials.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Maintains patron confidentiality in compliance with Wyoming state law.
2. Performs public relations for the library. As the first and sometimes only person that a patron may be in contact with, public relations is a very important aspect of this position.
3. Spends appropriate amount of time away from the desk roving using established procedures. Meets patrons at their point of need.
4. Prepares the first floor for opening each day following established opening procedures.
5. Assists patrons with their use of the library including, but not limited to: the online catalog; location of materials; library equipment and public computers; and placing hold and interlibrary loan requests.
6. Uses and operates the computers and peripheral equipment in all functions that relate to circulation. Knows and follows proper procedure when system goes down.
7. Issues library cards.
8. Handles financial transactions including the collection of overdue fines.
9. Checks out library materials, including audiovisual materials.
10. Trains the public on, and troubleshoots issues with, the self-service technology, such as self-check kiosks.
11. Provides readers' advisory help and assists patrons in finding materials on the first floor.
12. Provides reference assistance when appropriate.
13. Answers the telephone and responds appropriately.
14. Provides patrons with directional information.
15. Books meeting rooms. Opens, inspects, locks meeting rooms following established procedures. Troubleshoots audiovisual equipment issues in meeting rooms.
16. Books audiovisual equipment.
17. When assigned, pulls audiovisual materials for checkout to branches.
18. Shelves paperbacks and magazines.
19. Inspects and shelves audiovisual materials as needed.
20. Loads paper in copiers and clears jams. Notifies the Circulation & Branch Services Manager or Circulation & Branch Services Assistant Manager/Readers' Advisory Librarian about out-of-order equipment.
21. Assists patrons in use of copiers.
22. Files and stocks necessary forms.

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- 23. When scheduled, processes overdue and Interlibrary Loan/hold notices. Gets notices to volunteer or folds and prepares notices for mailing.
- 24. Observes patron behavior in relation to the Code of Conduct. Follows guidelines for applying standards and consequences. Enlists assistance from other employees, managers, administration, security, and law enforcement as needed. Reports violations in a timely and professional manner.
- 25. Works Greeter Desk as assigned.
- 26. Performs other related and necessary duties as assigned.

**MINIMUM REQUIREMENTS**

- High School graduate; and
- 6 months of relevant experience; or
- The equivalent combination of education and experience.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

- Proficiency with a variety of software programs related to library operations including word processing, scheduling/calendaring/email, and integrated library systems.
- Ability to work with limited supervision with an aptitude for detailed work and proficiency in prioritizing tasks.
- Accurate numerical and alphabetical filing skills.
- Ability to enter data into a computerized database, spreadsheet, document or other system.
- Proficiency in applying good customer service skills.

**REPORTING RELATIONSHIPS**

Reports to: Circulation & Branch Services Manager

Supervises: None

**PHYSICAL EFFORT AND WORKING ENVIRONMENT**

The essential duties and responsibilities of this job require the employee to move or manipulate moderately heavy equipment, boxes, carts, files, and/or stacks of material from one location to another.

**LATEST REVISED DATE 11/18/2024**