



Job Title:	Circulation Services Assistant
Department:	Circulation Services
Reports to:	Circulation Services Department Head
Supervises:	N/A
FLSA Status:	Non-Exempt
Pay Grade:	2
Job Classification:	Specialist II

OVERVIEW:

The Hussey-Mayfield Memorial Public Library has a long history of providing innovative, life-enriching services to the growing communities of Zionsville and Whitestown, Indiana. Our staff embraces cutting-edge technologies, develops modern amenities, and offers personalized, up-to-date services. We promote collaborations and foster knowledge and entertainment throughout the community.

We are an Equal Opportunity Employer.

JOB SUMMARY:

The Circulation Services Assistant is often the first point of contact for patrons and is expected to provide and cultivate excellent customer service. This role performs a variety of duties at the Circulation Desks, including assisting patrons with checking materials in and out, placing holds, paying fines and fees, library card registration, resolving account questions and providing curbside services.

ESSENTIAL FUNCTIONS & RESPONSIBILITIES:

- Ensures a positive experience by greeting patrons, determining their needs, and directing patrons to the correct staff and/or resources
- Demonstrates an understanding of the Library's operations, mission, and available resources and services
- Assists patrons with library card accounts, including registering new cardholders, verifying account information, communicating and enforcing policies, and accepting payment on accounts
- Resolves patron account disputes by interviewing the patron, analyzing the account information, interpreting policies, searching for returned items, and communicating with the patron
- Checks library materials in and out and offers assistance at self-check stations
- Manages and collects cash and check payments, makes correct change, records transactions and purchases, and balances/ reconciles cash drawers

- Provides curbside services to patrons
- Provides basic information and circulation assistance over the phone
- Helps patrons to locate materials within the Library
- Inspects returned materials for damage and missing pieces and takes appropriate action
- Cleans returned materials as needed
- Places, fills, and removes holds on library materials
- Fills transit requests and processes incoming and outgoing items
- Empties drop boxes, sorts, and shelves library materials
- Follows opening and closing procedures for the department
- Maintains the lost and found items
- Effectively manages assigned email and communication accounts by reading and replying to messages in a timely manner

NON - ESSENTIAL FUNCTIONS & RESPONSIBILITIES:

- Participates in committees as assigned
- Participates in Library-wide and off-site events

The intent of this job description is to provide a representative summary of the major duties and responsibilities of the position. There may be other duties as assigned.

EDUCATION, WORK EXPERIENCE REQUIREMENTS AND PREFERENCES

- Required: High School Diploma or General Education Degree (GED)
- Required: Proficiency in Windows
- Preferred: Experience with Microsoft Office Suite (Word, Excel, and PowerPoint)
- Preferred: Previous experience in customer service and working as a member of a team
- Preferred: Experience with Dewey Decimal system

PHYSICAL DEMANDS:

- **Frequently:** Lifting, reading, writing, hand-eye coordination, hearing, seeing, talking, standing, pushing, pulling, and bending
- **Occasionally:** Sitting
- **Rarely:** Driving, climbing, and crawling

The job candidate must be able to perform each essential function satisfactorily, either with or without a reasonable accommodation.