

Crystal Lake Public Library

Position Title: Library Assistant II - Circulation Services
Reports To: Head of Circulation Services
Department: Circulation
Status: Non-Exempt

Job Summary:

The Library Assistant II – Circulation Services performs routine customer service and clerical functions. This includes the daily processing and tracking of library materials using library database. May function as Building Supervisor.

Essential Functions:

1. Checks in and checks out library materials and equipment; identifies items needing special attention
2. Conducts reference interviews; provides information on library services and policies; refers patrons to appropriate departments for further assistance
3. Registers patrons; assists with patron record maintenance
4. Initiates and answers telephone inquiries and makes referrals to appropriate department or staff
5. Collects and records fines and fees; records daily monies; maintains cash drawer
6. Searches shelves for materials; assists with preparation of notices for mailing
7. Unloads and loads library materials from book drops and Automated Materials Handling (AMH) equipment
8. Assists with maintaining order in the department
9. Instructs and assists patrons with use of library equipment
10. Assists with bulletin boards, exhibits and displays
11. Attends and participates in Crystal Lake Public Library meetings and committees; participates in appropriate job related meetings; attends relevant continuing education events
12. Performs a variety of clerical and administrative tasks to support circulation functions
13. Performs other related duties as assigned or required

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Education, Experience, and Knowledge:

High School diploma or equivalent. Minimum six months customer service experience required. Basic knowledge of word processing, e-mail and PCs.

Skills and Abilities:

- Interpersonal and public relations skills
- Good verbal and written communication skills; listening skills
- Ability to operate the following equipment: computer, Automated Materials Handling (AMH), copier, printers, telephone
- Basic math skills
- Ability to work effectively with a variety of people
- Ability to handle variety and change
- Ability to tolerate repetitive tasks with some variety and interruptions
- Ability to organize and arrange
- Ability to handle detail with accuracy and speed

Physical Demands/Work Environment:

While performing the duties of this job, the employee is required to constantly stand, and frequently walk. The position requires the ability to talk and hear. Specific vision abilities required by this job include close and far vision, and the ability to adjust focus. The position requires the ability to use hands to finger, handle and/or feel equipment and objects; and reach with hands and arms. Occasional bending, stooping, and climbing are required.

The employee must occasionally lift up to 25 pounds and push or pull up to 150 pounds. This job is performed in a typical office environment.

This job description should not be interpreted as all-inclusive or as an employment agreement between the employer and employee. Any essential functions of this position will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.