

**Circulation Aide**  
**Bossier Parish Libraries - Haughton Branch**  
**20 hours/week**

**DESCRIPTION:** As part of the Bossier Parish Libraries team, the Circulation Aide provides direct assistance to the public throughout the library. Basic duties include but are not limited to checking in and out of library items, creating or editing library accounts, handling payments, shelving, assisting the public with various technologies and equipment and answering reference questions.

**WORK SCHEDULE:**

Monday	4:00 p.m. – 8:00 p.m.
Friday	2:00 p.m. – 6:00 p.m.
Saturday	8:30 a.m. – 5:00 p.m. (½-hour lunch)
Sunday	1:00 p.m. – 5:00 p.m.

You must be able to work the schedule exactly as it is posted. We are unable to alter this schedule to suit applicants.

**PAY RANGE:** \$10.03 to \$11.28 per hour

**QUALIFICATIONS:**

1. At least 16 years of age
2. Knowledge of public library practices and principles
3. Good oral and written communication skills and Internet
4. Good problem solving skills; ability to think around problems and come up with creative solutions
5. Ability to handle a constantly changing flow of traffic; remain productive during slow times, be able to multitask effectively during busy times, exercise patience and professionalism during stressful situations

For complete job description, please visit <http://www.bossierlibrary.org/job-opportunities>.

**TO APPLY:**

- Please read the detailed information on completing the application and pre-employment testing on our website at: <http://www.bossierlibrary.org/job-opportunities>.
- Complete Employment Application and Pre-Employment Testing at this link: <http://bit.ly/2BEAskR>. Incomplete applications and testing will not be accepted.

**Current employees of Bossier Parish Libraries** interested in applying for an open position can submit a letter of intent to:

Leslie Ivy, Administrative Assistant  
Email: [libadmin@bossierlibrary.org](mailto:libadmin@bossierlibrary.org)

**DEADLINE TO APPLY:** This posting will remain open until position is filled.

**THE BOSSIER PARISH LIBRARY IS AN EQUAL OPPORTUNITY EMPLOYER. WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY.**

**JOB TITLE:** Circulation Aide  
**REPORTS TO:** Branch Manager

## **JOB SUMMARY**

As part of the Bossier Parish Libraries team, the Circulation Aide provides direct assistance to the public throughout the library. Basic duties include but are not limited to checking in and out of library items, creating or editing library accounts, handling payments, shelving, assisting the public with various technologies and equipment and answering reference questions.

## **ESSENTIAL JOB FUNCTIONS**

### **1. CUSTOMER SERVICE**

- a. Enhances the public's experience both inside and outside of the library
- b. Strives to present a welcoming environment for the public
- c. Has ability to interact with staff and the public effectively and courteously at all times

### **2. PUBLIC SERVICES**

- a. Understands and performs the basic operations of circulation duties and software
- b. Promotes and recommends online resources, databases, as well as the physical collection to the public to satisfy their reading needs
- c. Locates and communicates information to satisfy any request; both in person or over the phone
- d. Keeps informed of and promotes library events/programs

### **3. COMMUNICATION AND INTERPERSONAL**

- a. Communicates competently with the public from diverse backgrounds
- b. Communicates effectively using both oral and written methods
- c. Develops and maintains positive and respectful relationships with staff and public
- d. Works effectively in teams with strong team building skills

### **4. OTHER RESPONSIBILITIES**

- a. Understands and acts in accordance with the basic values, ethics, policies, and procedures of the library
- b. Pursues professional development and continuing education opportunities
- c. Has familiarity with emerging technological trends and tools
- d. Answers the telephone and appropriately relays messages as needed
- e. May assist with delivering programs to customers
- f. Answers directional inquiries and locates requested materials
- g. Tactfully handles issues with disruptive patrons
- h. May assist in performing closing procedures
- i. Participates in staff meetings
- j. Other duties as assigned by manager(s)

### **5. JOB STANDARDS**

- a. Has ability to work from a team approach by building and maintaining effective and professional working relationships with all staff
- b. Models a positive, friendly and cooperative attitude to staff and public
- c. Anticipates and adapts to changes and challenges effectively
- d. Promotes a positive library image in the community

- e. Performs job in keeping with the policies and procedures of the Bossier Parish Policy Jury and Bossier Parish Libraries
- f. Reports to work on time in accordance with assigned schedule and maintains a dependable attendance record
- g. Has ability to follow detailed oral and written directions
- h. Has ability to receive constructive criticism in an effort to improve job performance
- i. Has ability to perform essential job functions with minimal supervision
- j. Has ability to operate general office equipment
- k. Has ability to lift and move heavy objects, stoop, bend, move books, and sit or stand for prolonged periods of time
- l. Has ability to shelf read
- m. Has ability to perform essential job functions with or without accommodations

**QUALIFICATIONS**

- 6. At least 16 years of age
- 7. Knowledge of public library practices and principles
- 8. Good oral and written communication skills and Internet
- 9. Good problem solving skills; ability to think around problems and come up with creative solutions
- 10. Ability to handle a constantly changing flow of traffic; remain productive during slow times, be able to multitask effectively during busy times, exercise patience and professionalism during stressful situations

*This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this position. This person may be requested to perform job-related responsibilities and tasks other than those stated in this job description. It also does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

<b>Administrative Use Only</b>	
Title	Circulation Aide
FLSA status	NE
Schedule	Varies (20 hours/week)
Last revised	December 2018

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