

Bossier Parish Police Jury

Job Description

Job Title:	Circulation Aide
Department:	Library
Location:	Public Services – 1) Central Library, 2) Branches
Reports To:	Branch Manager
Schedule:	Varies depending on needs of library (20 hrs./week)
Labor Grade:	10
Revised Date:	January 1, 2024

SUMMARY

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. The Floater position is assigned to a home branch and fills in at other branches when staffing or training needs arise.

ESSENTIAL JOB FUNCTIONS

1. CUSTOMER SERVICE

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

2. PUBLIC SERVICES

- Floats to branches, where needed, as assigned by immediate Manager
- Understands and performs the basic operations of circulation duties and software
- Promotes and recommends online resources, databases, as well as the physical collection to the public to satisfy their reading needs
- Locates and communicates information to satisfy any request; both in person or over the phone
- Keeps informed of and promotes library services and events

3. COMMUNICATION AND INTERPERSONAL

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

4. OTHER RESPONSIBILITIES

- Understands and acts in accordance with the basic values, ethics, policies, and procedures of the library
- Pursues professional development and continuing education opportunities
- Answers the telephone and appropriately relays messages as needed
- May assist with delivering programs to customers
- Answers directional inquiries and locates requested materials
- Tactfully handles issues with disruptive patrons
- May assist in performing opening or closing procedures
- Participates in staff meetings and training
- Other duties as assigned by manager(s)

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WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR
DISABILITY.

5. JOB STANDARDS

- Has ability to work from a team approach by building and maintaining effective and professional working relationships with all staff
- Models a positive, friendly and cooperative attitude to staff and public
- Anticipates and adapts to changes and challenges effectively
- Promotes a positive library image in the community
- Performs job in keeping with the policies and procedures of the Bossier Parish Police Jury and Bossier Parish Libraries
- Reports to work on time in accordance with assigned schedule and maintains a dependable attendance record
- Has ability to receive constructive criticism in an effort to improve job performance
- Has ability to operate general office equipment
- Has ability to lift and move heavy objects, stoop, bend, move books, and sit or stand for prolonged periods of time
- Has ability to shelf read
- Has ability to perform essential job functions with or without accommodations and with minimal supervision

QUALIFICATIONS

1. At least 16 years of age
2. Must have basic computer and research skills
3. Ability to plan, organize, and prioritize work, based on patron demand, in order to accomplish quality work in an effective and efficient manner
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

I HAVE RECEIVED A COPY OF MY JOB DESCRIPTION AND UNDERSTAND THE ESSENTIAL JOB FUNCTIONS.

PRINTED NAME

SIGNATURE

DATE

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