

LIBRARY ASSISTANT III— Circulation

Reports to: Customer Service Manager
Department: Circulation

General Description

The Library Assistant III is supervised by the Customer Service Manager. The primary responsibility of the Library Assistant III is to perform the duties of circulation, provide excellent customer service, assist patrons using the library, and other duties as assigned by the Customer Service Manager.

Duties & Responsibilities

- Performs opening and closing procedures;
- Clears book drops;
- Performs circulation functions using the Polaris computer system;
- Registers patrons for library cards and renews patron library cards;
- Operates (but not limited to): the copy machine/patron public printers, coin-op machine, and fax machines;
- Operates the patron PC reservation system;
- Changes paper and toner cartridges in all machines (public and staff);
- Answers telephones and directs calls;
- Assists patrons on the public computers; keeps public computer stations in good order;
- Assists patrons with Cloud Library, library databases, OPAC and online library accounts;
- Sorts the cart at the desks when possible;
- May shelf books or other materials as time allows;
- Provides basic reference;
- Clears the Unclaimed Items List during their shift;
- Assists in processing new materials;
- Registers new voters and notarizes documents;
- Creates and maintains book displays;
- Performs other duties as assigned by the Circulation Manager.

Education & Skills

- Must have a high school diploma or equivalent
- Must demonstrate mastery of appropriate computer skills
- Must demonstrate high level of professionalism and Customer Service skills
- Must demonstrate critical thinking skills and an attention to detail

Physical Demands

- Must have the ability to lift (moderate – up to 25 pounds) push, bend and stretch

Working Conditions

- Work is inside in a temperature controlled environment
- May be required to travel between THPLD locations

The job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

Signed: _____