



Department:	Library
Reports To:	Technology and Circulation Services Manager
Status:	Part Time
Grade:	H
FLSA:	Non-Exempt
Revision Date:	December 9, 2015; January 2019
Union Status:	Non-Union
Supervises:	None

PURPOSE OF THE POSITION:

Following established policies, this position is responsible for assisting patrons and providing customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Customer Service:

- Greets patrons in person or on telephone answering questions or directing inquires to other staff.
- Records voice mail messages and responds to messages left on voice mail system.
- Assists patrons with Library equipment operation.
- Performs circulation desk work including checking materials in and out, registering patrons and notifying patrons of material availability.
- Solves routine circulation-related problems: problem records, searching for claims-returned items.
- Maintains circulation database by updating and verifying patron records for accuracy of transactions.
- Recommends goals for circulation services and staff to supervisor.
- Collects fines, photocopy, book sale and other monies at the circulation desk.
- Processes new library materials including wrapping books, applying labels and barcodes.
- Records, reconciles and transmits all monies collected at the circulation desk.
- Performs other duties of a similar nature or level.
- Assists with strategic outreach services.

KNOWLEDGE, SKILLS AND ABILITIES

- Maintains a high level of confidentiality and complies with all legal requirements of the job. Adheres to all city and department policies and procedures and requirements.
- Proficiency in utilizing common office software and specialized library software programs.
- Proper and safe use and maintenance of any assigned City vehicle, equipment, property, etc. Observes and practices safe work habits.
- Actively participates in all training departmental & safety requirements to be legal, safe, and compliant with laws and regulations.
- Ensures compliance with pertinent Federal, State and local codes, laws and regulations including the Minnesota Data Practices Act, (OSHA) Occupational Safety and Health Act and complies with all city and departmental policies and procedures.
- Assists city departments, divisions, and outside agencies as directed.
- Functions as a team member with all city employees, and effectively interacts with all levels of

City personnel including committee assignments.

MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:

MINIMUM QUALIFICATIONS:

High School diploma with one plus year of progressively responsible library circulation desk experience, with demonstrated proficiency in Microsoft Office software, or any combination of education and/or experience that provides equivalent knowledge, skills and abilities will be considered. Driver's license required.

PREFERRED QUALIFICATIONS:

- Dynix Horizon ILS experience
- Post-secondary education
- Library certification
- Fluency in Spanish

WORKING HOURS:

Flexible shifts vary in length and includes days, evenings and/or weekends to provide appropriate coverage. Timely reporting to work with a minimum number of absences.

TOOLS AND EQUIPMENT USED:

Tools and equipment used in performance of duties include, but are not limited to: computers, copiers, phones, calculators, voice mail and audio visual equipment such as televisions, DVD players, CD players, etc.

PHYSICAL DEMANDS:

Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, and tools, such as computer keyboards, fax machines, copiers, and/or materials used in performing essential functions.

Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Ability to recognize and identify degrees of similarities or differences between characteristics of colors, shapes, sounds, tastes, odors and textures associated with job-related objects, materials and tasks. Some tasks require the ability to perceive and discriminate sounds.

ENVIRONMENTAL ADAPTABILITY:

Normal library environment. Public contact with exposure to common viruses and bacteria, dust and molds.

JUDGEMENT AND SITUATIONAL REASONING ABILITY:

Requires ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgement concerning choices of action.

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving a variety of generally predefined duties, which are often characterized by frequent change.

MATHEMATICAL ABILITY:

Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages.

LANGUAGE ABILITY AND INTERPERSONAL COMMUNICATION:

Requires the ability to compile, assemble, copy, record and/or transcribe data and/or information according to a prescribed schema or plan. Includes judging whether readily observable functional, structural or compositional characteristics are similar to or divergent from prescribed standards, procedures or routines.

Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well-established policies, procedures and standards.

Requires the ability to utilize a wide variety of reference data and information such as manuals and department reports.

NOTE: The job description 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.

The City of Northfield is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.