

# Job Description

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Job Title: **Circulation Library Assistant**  
Department: Circulation Department  
Reports To: Director of Circulation Services  
FLSA Status: Non Exempt  
Prepared Date: 06/02/2026  
Pay Grade: 2

## SUMMARY

This position is responsible for providing excellent customer service while performing the duties relating to Library circulation functions.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following: (Other duties may be assigned)

- Serves as a welcoming first point of contact for visitors by providing friendly, courteous, and professional customer service, directional assistance, and general information about library services.
- Performs circulation functions including check-in, checkout, renewals, sorting, shelving, shelf reading, straightening, and maintaining library materials.
- Verifies and counts contents of circulating collections and specialty items, including youth kits, board games, audiovisual materials, craft kits, video game consoles, and recreational items.
- Routinely inspects materials for cleaning, repair, withdrawal, replacement, or reordering needs.
- Issues and renews library cards both in person and online.
- Answers patron questions in person, by telephone, and through email; directs inquiries to appropriate departments when needed.
- Understands and enforces library policies and procedures while safeguarding confidential patron information.
- Processes payments for lost or damaged materials and updates patron account records as needed.
- Assists with Missing Report Recovery procedures and other circulation-related problem-solving activities.
- Answers patron inquiries regarding overdue materials, holds, and account status.
- Maintains hold shelves and processes materials placed on hold for patrons.
- Assists patrons with self-checkout equipment.
- Receives deliveries, answers the receiving room door, and exchanges delivery bins with library couriers and mail carriers.
- Performs tasks necessary to safely and securely open and/or close the building in accordance with established procedures.
- Supports overall department operations and assists coworkers with circulation-related duties as assigned.

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## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **SUPERVISORY RESPONSIBILITIES**

There is no supervisory responsibilities with this position.

## **EDUCATION and/or EXPERIENCE**

High school diploma preferred or combination of equivalent experience and education.

## **OTHER SKILLS AND ABILITIES**

- Excellent oral and written communication skills with a positive, friendly, and customer-focused approach; ability to provide exceptional service to patrons of all ages and backgrounds while building positive relationships with patrons and coworkers.
- Ability to manage multiple tasks efficiently, accurately, and with attention to detail.
- Proficiency with computers, library software, and standard office equipment, with the ability to learn new technologies and procedures.
- Ability to work effectively both independently and as part of a team.
- Ability to exercise sound judgment while applying library policies and maintaining patron confidentiality.
- Ability to accurately handle cash and other financial transactions.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand for long periods of time, frequently required to walk, and occasionally required to sit. This employee uses hands to handle and process different library materials and must stretch and reach using both arms and hands. The employee must also stoop, kneel, and crouch to locate and organize library materials. It is necessary to listen to and talk with patrons. This employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, and the ability to adjust focus.

## **WORK ENVIRONMENT**

The noise level in the work environment is usually moderate.