Library Assistant III (LA III) – Circulation Floater

Bargaining Unit Position
Title of Immediate Supervisor: Circulation Manager

Job Summary:
>To work as part of a team to provide the highest quality of public library service across the library system. In particular, by providing excellent customer service, including: keeping customer accounts up-to-date; answering basic directional questions; helping customers locate materials in the library; helping to maintain orderly collections of materials in a variety of formats; and assisting customers with library equipment such as copiers. This position will be based in the Circulation Department of Main Library, but will work in Adult Services, Circulation, Youth Services, or any branch location, depending on the need of the Library.

Education:
>High school diploma or GED required.
>Experience in school or public library setting desired.

General skill requirements:
- To work a flexible schedule that includes nights and weekends.
- To possess strong public service orientation and provide excellent customer service.
- To be dependable and punctual.
- To be enthusiastic, flexible and energetic.
- To possess good organizational skills.
- To possess basic keyboarding skills and a basic understanding of Microsoft Office applications.
- To work harmoniously with the public and with other staff members.
- To maintain composure in stressful work situations.
- To follow both written and verbal directions and pay attention to detail.
- To possess good oral and written communication skills.
- To stand for extended periods of time; to lift up to 35 lbs.; to push heavily loaded carts of materials weighing up to 300 lbs.; and possess physical agility and strength to bend and reach.
- To read, write, speak and understand the English language fluently.
- To possess a valid State of Ohio driver's license, be insurable, and have reliable transportation.

Specific job requirements:
- To perform clerical tasks with speed and accuracy.
- To understand and endorse the FCDL's policies and procedures.
- To learn the FCDL's automated circulation system and online catalog, as well as operate other computers and equipment including copiers and the telephone system.

- To greet and assist library customers, both in person and over the phone, with basic directional questions and questions related to circulation services.
- To possess a thorough comprehension of alphabetical and numerical sequences.
- To distinguish various color and genre labels and sort materials into categories.
- To sort and shelve library materials in a variety of formats and properly shelve library materials which are out of place.
- To maintain neatness of library locations including dusting shelves, cleaning soiled covers and helping maintain the audiovisual collection.
- To shift books and other library materials when necessary.
- To prepare, sort and check in deliveries.
- To perform a wide range of circulation duties including emptying book drops, checking in materials, checking out materials to customers, keying customer information into the library database and checking shelves for overdue materials.
- To accurately perform cash transactions and accountability for fees, etc.
- To maintain confidentiality of customer records and accounts.
- To utilize knowledge of the collection to provide reader's advisory service to customers of all ages.
- To maintain branch operations in the absence of the branch manager utilizing support from FCDL supervisory staff as needed.
- To assist customers in locating materials in all formats within the library and referring customers to basic reference sources for general information needs.
- To assist customers who wish to place holds on specific titles including assisting with Search Ohio activities.
- To pull and process materials on reserve.
- To assist customers with the use of copiers, PCs, the online catalog, microform equipment and other library databases and equipment.
- To work in other service areas as the need arises.
- To be able to perform other similar tasks as assigned.