

DRURY UNIVERSITY JOB DESCRIPTION

JOB TITLE: Circulation Assistant

DEPARTMENT: Library

DATE: November 20, 2009

SCHEDULE: Flexible Hours

FLSA: Non-exempt

REPORTING SUPERVISOR: Circulation Manager

JOB FUNCTION:

Assists patrons; provides information and service; processes and loans library materials; maintains library floors and equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

This job description is not to be construed as an exhaustive statement of duties, responsibilities or requirements. Employees may be required to perform other job-related instructions as requested by the supervisor, subject to reasonable accommodation.

<i>Percentage of Time</i>	<i>Frequency</i>	<i>Description</i>
1. 25%	Daily	Process and handle numerous categories of materials, four which have extensive and differing procedures: Drury, MOBIUS, SWAN, ILL. Handling such materials accurately with the ability to troubleshoot discrepancies on the spot; communicate with patrons regarding the arrival of requested materials.
2. 25%	Daily	Use library's automated systems: input data; accurately utilize, understand and conduct basic troubleshooting in current software in all its varying modes to smoothly circulate materials, collect fees, place items on/off reserve status, change status of materials, update patron data, update end of semester patron lists, and locate status of requested information.
3. 15%	Daily	Direct patrons/callers to the correct area/persons; field reference questions evenings and weekends; train patrons to log-in, use databases and on-line catalogs at a basic search level; assist patrons with basic information: library activities, facilities, rules and services.
4. 10%	Daily	Assist patrons with various library equipment such as microform readers/printers; photocopiers; recording equipment; projectors, printers, video/DVD players, etc., in the Music Library and elsewhere in the library as designated. Maintain and troubleshoot such equipment.
5. 10%	Daily	Maintain collections and floors: shelf-reading, cleaning, straightening, replenishing supplies, shifting collection as needed.
6. 5%	Daily	Maintain basic library security by being aware of patrons who may be exhibiting abnormal or potential threatening behavior; opens, closes and secures library on evenings and Saturdays.
7. 5%	Daily	Record and receive payments.
8. 2%	Ongoing	Search for missing/lost items.
9. 2%	Daily	Process and handle outgoing mail from Circulation.
10. 1%	Daily	Determine which items need repair; perform library procedures needed to send materials to mending/bindery.

MINIMUM KNOWLEDGE SKILLS AND ABILITIES REQUIRED:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. All job requirements listed indicate the minimum knowledge, skills, and/or ability deemed necessary to perform the job proficiently. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to clearly speak and comprehend the English language to effectively communicate with patrons.
2. Ability to understand, retain, and recall all instructions.
3. Ability to concentrate and pay close attention to detail in order to ensure accuracy when handling materials, money, paperwork, and files of all types.
4. Ability to demonstrate a consistent work ethic based on integrity, motivation, service and initiative; to think and work independently and be a self-starter; to be able to understand and follow-through with job tasks as assigned, and organize workload according to established priorities.
5. Ability to display leadership qualities.
6. Ability to gather and analyze information skillfully and develop alternative solutions; to solve Circulation problems in a timely, effective and efficient manner.
7. Ability to learn and implement current library policies and provide accurate information; know current library hours, location of collections, facilities and equipment; and a broader knowledge of the physical facilities of the campus.
8. Must have interpersonal skills which demonstrate ordinary courtesy, respect, and tact necessary to communicate effectively with and provide information and services to a diverse constituency; to perform basic office protocol.
9. Customer Service ability to manage difficult patron situations; respond promptly to patron needs; respond to requests for service and assistance.
10. Thorough knowledge and ability to read Library of Congress call numbers both quickly and accurately.
11. Ability to pass a Library of Congress call number test.
12. Ability to use an IBM personal computer and various software in order to process circulation of materials
13. Ability to use e-mail, web browser navigation and functions.
14. Ability to troubleshoot problems related to currently utilized software and provide basic maintenance for computer related equipment
15. Ability to learn and apply basic knowledge of electronic journal databases.
16. Ability to search and request library materials from consortium libraries.
17. Ability to use faxing equipment and FTP software programs with additional training.
18. Ability to retrieve, file and reshelve books/materials in order to accurately maintain records and stacks.
19. Ability to use the telephone and speak clearly in English in order to answer, record messages, and route calls.
20. Ability to operate commonly used office equipment; to know how to service such equipment.
21. Ability to perform non-complex arithmetic calculations and handle money appropriately.
22. Ability to record and post payments in order to maintain files accurately.
23. Ability to work on team projects if appropriate.
24. Must take call number and filing test before hiring.
25. Available to return to Drury before school begins for training.
26. Must be a regular, full-time day school student, enrolled in at least 12 hours per semester.
27. Available to work a minimum of 10 hours per week.
28. Available to work a varied schedule with possible morning, weekend and late evening hours.
29. Domestic students must have completed a FAFSA form (Financial Aid) for the current academic year.

PHYSICAL REQUIREMENTS:

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 occasionally required to stand; walk; sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; push or pull a full book truck; and talk or hear. The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, ability to adjust focus, and be able to see clearly in varying levels of light.

WORK CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.