

**ON-CALL CIRCULATION ASSISTANT**

**POSITION SUMMARY**

Under the direct supervision of the Circulation Services Supervisor, the On-Call Circulation Assistant provides direct and indirect services to library patrons. This is a provisional on-call position, which provides no benefits, and is non-exempt from overtime. The nature of the work requires daytime, evening, and weekend hours.

**REQUIRED QUALIFICATIONS AND SKILLS**

- Basic knowledge typically associated with the completion of a high school diploma.
- Familiarity with Microsoft Office applications and common office equipment, cash register and credit card equipment.
- High-level verbal and written communication skills; ability to deliver tactful and decisive explanations to an audience not always receptive to the information being communicated.
- Consistent display of public service attitude that reflects the library's values.

**SCHEDULED HOURS AND COMPENSATION**

As needed, including evenings and weekends

- \$12.46 – \$14.62 per hour

**APPLICATION INFORMATION:**

Only complete application packets (that include a current CPL application form, resume and cover letter) received or postmarked by 9:00 PM on Monday, September 26, 2022 will be considered. Incomplete application packets will not be reviewed.

**Submit complete application packets to:**

Marian Nicholson – Business Services  
Canton Public Library  
1200 S. Canton Center Road  
Canton, MI 48188  
[jobs@cantonpl.org](mailto:jobs@cantonpl.org)

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**FULL JOB DESCRIPTION**

**PRIMARY DUTIES AND RESPONSIBILITIES**

- Responds to patron questions regarding their library account.
- Refers patron queries and issues beyond their scope of authority to the Circulation Services Supervisor, Department Head or Director.
- Responsible for issuing and renewing library cards according to established policies; accurately and efficiently checks out materials to qualified cardholders.

- Alerts patrons of fines, fees and other charges to their account; processes payments for such according to established procedures.
- Accurately and efficiently checks in returned materials.
  - Reviews returned materials for completeness and condition.
  - Resolves exceptions according to established practices and procedures.
- Assists patrons in the use of self-check stations and equipment, including the purchase, reloading and use of prepaid copy cards.
- Responds to gate alarm when it sounds.
- Enforces library policies using a polite and professional approach and alerts appropriate staff member for assistance, completing interaction or incident reports as directed.
- Writes detailed, clear and concise incident reports, obtaining case numbers in the event of police involvement.
- Supports Community Relations or Building Monitor with patron interactions regarding meeting room reservations.
- Maintains neat and orderly library appearance throughout each shift.

### **OTHER DUTIES AND RESPONSIBILITIES**

- Assists in other Circulation Services workgroups as directed.
- Accepts special assignments or duties in support of the library's goals and objectives.
- Stays informed of library news and events via review of all forms of library communication: website, email, SharePoint, library newsletter and blog.

### **REQUIRED QUALIFICATIONS AND SKILLS**

- Basic knowledge typically associated with the completion of a high school diploma.
- Familiarity with Microsoft Office applications and common office equipment, cash register and credit card equipment.
- High-level verbal and written communication skills; ability to deliver tactful and decisive explanations to an audience not always receptive to the information being communicated.
- Consistent display of public service attitude that reflects the library's values.
- Ability to work effectively with a diverse public; including children and teenagers.
- Ability to exercise initiative and work independently on assigned tasks without close supervision.
- Ability to maintain discretion in handling confidential library matters.
- Efficient and accurate keyboarding and data entry.
- Punctuality and dependability.

### **PREFERRED QUALIFICATIONS**

- Prior experience in a public library or comparable customer service experience.
- Familiarity with Innovative Interfaces Inc.'s Sierra automation system.
- Knowledge of library operations and services, including an understanding of and adherence to the privacy rights of patrons.

### **ESSENTIAL FUNCTIONS**

- Sufficient physical agility to stand, walk, bend, stoop, reach, sit, lift up to 40 lbs., and push carts weighing up to 200 lbs.
- Manual dexterity and visual acuity sufficient to grab, hold, and shelve materials and read small print on labels.
- Ability to efficiently review, comprehend and produce a wide variety of materials in both electronic and hard copy form.
- Ability to communicate clearly and effectively, in writing and verbally.
- Ability to work effectively under stressful conditions in a fast-paced environment.

*Canton Public Library is an equal opportunity employer and values diversity. All employment is decided based on qualifications, merit and business need. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

*This job description is not a contract between the library and the employee, nor an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas. The library reserves the right to revise this job description at its discretion.*