



## POSITION DESCRIPTION

<b>Position Title:</b>	CIRCULATION AIDE		
<b>FLSA Status:</b>	Non-Exempt: <input checked="" type="checkbox"/>	Exempt:	
<b>Reports to:</b>	Circulation Team Leader or Circulation Manager	<b>Pay Range:</b>	10
<b>Department:</b>	Circulation	<b>Last Revision:</b>	Dec - 2011
<b>Positions Supervised:</b>	None		

### **PURPOSE:**

Under direct supervision, the Circulation Aide is responsible for ensuring appropriate and efficient distribution of library materials.

### **ESSENTIAL POSITION FUNCTIONS**

- 1) Receives and shelves materials with accuracy and timeliness
- 2) Checks in and sorts returned materials accurately and efficiently
- 3) Processes reserved items for both incoming and outgoing delivery
- 4) Assists in the shelving/retrieval of items
- 5) Maintains shelves throughout location, including shelf reading, shifting material, merchandising items, and straightening items or shelves
- 6) Prepares location for opening and closing by straightening furniture and shelves, reshelving loose materials, restocking displays and picking up debris
- 7) Proactively provides customer service by assisting patrons with Public Access Catalog (PAC), copiers, self checkout, printers, and locating or retrieving materials
- 8) Covers service points, as needed
- 9) Processes various reports, as assigned

### **REQUIRED QUALIFICATIONS**

#### **Education, Training and/or Experience**

- 1) Entry level position, no previous experience required
- 2) A minimum age of sixteen (16) years
- 3) Ability to pass alphanumeric sorting test

#### **Knowledge, Skills, Abilities and Personal Characteristics**

- 1) Ability to maintain confidentiality and use appropriate judgment in handling information and records
- 2) Ability to work accurately with attention to detail
- 3) Ability to retain and follow circulation department policies and procedures
- 4) Proficient in the use of the Integrated Library System (ILS)
- 5) Ability to meet circulation department standards for shelving and sorting

#### **Certifications, Licenses, Registrations**

None

### **PREFERRED QUALIFICATIONS**

None

### **PHYSICAL DEMANDS**

- 1) Ability to lift and move up to fifty (50) pounds, daily
- 2) Ability to push book trucks with up to 150 pounds of materials on them, daily
- 3) Ability to stand for extended periods, daily
- 4) Ability to perform repeated reaching, bending, climbing and squatting, daily



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------------------------	------------------

5) Ability to sit and use computer for extended periods and operate standard office equipment, occasionally

### **WORKING CONDITIONS**

- 1) Majority of work performed in general office/library environment
- 2) Requires evenings and/or weekends
- 3) Requires periodic participation and attendance at events and training

*This position description is not intended to be a complete list of all responsibilities, skills or working conditions associated with this position and is subject to review and change at any time in accordance with the needs of Worthington Libraries. Reasonable accommodations may be made to enable someone with a qualifying disability to perform the essential functions of the position.*

### **EMPLOYEE ACKNOWLEDGEMENT**

I have read and understand this position description.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date



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**Core Competencies** - the knowledge, skills, attitudes, values and behaviors that all employees are expected to demonstrate. The Worthington Libraries Core Values are indicated in italicized text.

Competency	Definition	Demonstrated Behaviors
<p><b>Adaptability</b></p> <p><i>Future Oriented</i>  <i>We respond appropriately to emerging practices and technologies in library and information science and related fields, and anticipate changes in our community's needs.</i></p>	<p>The ability to adjust to changing situations and take calculated risks.</p>	<ul style="list-style-type: none"> <li>➤ Interprets and responds quickly to new or changed responsibilities, methods and procedures</li> <li>➤ Learns and applies new skills</li> <li>➤ Remains positive and productive</li> </ul>
<p><b>Customer Service</b></p> <p><i>Quality Service</i>  <i>We anticipate needs and exceed expectations in delivering service.</i></p> <p><i>Diversity</i>  <i>We strive to be inclusive, and we recognize the dignity of all people from all backgrounds; we value contributions and ideas from all members of our diverse community.</i></p> <p><i>Intellectual Freedom</i>  <i>We are committed to providing open access to library resources which interest, inform and enlighten all people in our community.</i></p>	<p>The ability to appreciate the unique qualities of patrons, staff and volunteers and accommodate their diverse needs to the highest extent possible.</p>	<ul style="list-style-type: none"> <li>➤ Welcomes interactions</li> <li>➤ Consistently greets patrons, volunteers and staff with a smile</li> <li>➤ Strives to make library resources accessible to all members of the community</li> <li>➤ Proactively anticipates and addresses patron, staff and volunteer expectations and needs</li> <li>➤ Knows when it is appropriate to bend the rules and explains positively when denials are required</li> </ul>

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<b>Competency</b>	<b>Definition</b>	<b>Demonstrated Behaviors</b>
<p><b>Communication</b></p> <p><i>We engage in the open exchange of information as a critical process for creating synergy of ideas within our library and with our community.</i></p>	<p>The ability, through both verbal and written methods, to provide concise, timely and accurate information, internally and externally, among all organizational levels and with all of the appropriate people.</p>	<ul style="list-style-type: none"> <li>➤ Listens to others and verifies understanding of the message</li> <li>➤ Uses a variety of communication methods in the most appropriate form, in the manner that best enables the message to be understood</li> <li>➤ Responds to the comments and questions of others in a timely manner</li> <li>➤ Uses appropriate language</li> <li>➤ Proficient in the use of library communication tools</li> <li>➤ Knows how to find and use information on the Staff Intranet</li> </ul>
<p><b>Organizational Awareness</b></p>	<p>The ability to support the library’s mission, vision, culture and structure.</p>	<ul style="list-style-type: none"> <li>➤ Understands and identifies with the goals and values of the Library and models and actively communicates them effectively</li> <li>➤ Knows and appropriately follows the library’s hierarchy</li> <li>➤ Knows, understands and appropriately applies policies and procedures</li> <li>➤ Keeps current on information sent by Administration</li> </ul>
<p><b>Technology</b></p>	<p>The ability to use equipment, materials, and processes to do work.</p>	<ul style="list-style-type: none"> <li>➤ Readily uses technology that is necessary to the position</li> <li>➤ Keeps current on changes in technology that are necessary to the position</li> </ul>
<p><b>Teamwork</b></p> <p><i>We work together in a spirit of cooperation, supporting each others’ efforts to achieve organizational excellence and provide quality service.</i></p>	<p>The ability to work collaboratively with others.</p>	<ul style="list-style-type: none"> <li>➤ Willingly assists others by sharing expertise and time</li> <li>➤ Prepared to complete assigned tasks</li> <li>➤ Respects the ideas and opinions of others</li> <li>➤ Gives and accepts feedback in a positive manner</li> <li>➤ Proactively involves others to solve problems and achieve results which meet the needs of the Library</li> </ul>



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Competency	Definition	Demonstrated Behaviors
<b>Problem Solving</b>	The ability to understand the entire perspective on a situation or issue, identify patterns or connections between situations, assess problems and troubleshoot in order to identify effective solutions.	<ul style="list-style-type: none"> <li>➤ Acquires new information and applies knowledge to analyze issues and resolve problems</li> <li>➤ Breaks problems down into components to identify required tasks or activities</li> <li>➤ Formulates new and imaginative solutions that reflect careful consideration of patron and library needs and goals</li> <li>➤ Considers risks, benefits and impact of solution on the present and future library environment</li> <li>➤ Transfers learning from one situation to solve a problem in another</li> <li>➤ Consults with appropriate staff members before implementing solutions</li> </ul>
<b>Personal Responsibility</b>  <i>Integrity</i> <i>We act with honesty and fairness as we conduct our business with patrons and each other; we assume personal responsibility for accomplishing the goals of the organization.</i>	The commitment to take appropriate action to meet patron and library goals and needs.	<ul style="list-style-type: none"> <li>➤ Ensures accuracy and completeness of work</li> <li>➤ Accepts responsibility for accomplishments and seeks to correct and learn from mistakes</li> <li>➤ Continually seeks opportunities for learning and training</li> <li>➤ Evaluates own strengths and weaknesses and seeks feedback from others for self-improvement</li> <li>➤ Reports to work as scheduled and provides acceptable notice when unable to do so</li> <li>➤ Is prepared to commence work activities at the assigned time</li> <li>➤ Adheres to break and lunch schedules</li> <li>➤ Utilizes time efficiently, eliminates unnecessary activities and does not waste efforts and time of patrons, co-workers or supervisor</li> </ul>