

Ridgefield Library Association

Job Title: Circulation Assistant (Library Technical Assistant - I)

Reports to: Circulation Department Head

Supports the successful operation of the Ridgefield Library by providing friendly, high-quality public service at the Circulation Desk. Contributes to Library goals, supporting the mission, vision and values of the Library. Operates under the supervision of the Circulation Department Head and is expected to use independent judgement.

Duties & Responsibilities:

- Performs circulation duties using the Library's automated system, including issuing and renewing library cards; checking Library materials in and out; collecting fines; placing holds and contacting patrons, answering phones, responding to queries and maintaining the book drop.
- Maintains the highest standards of customer service, patron confidentiality and information security.
- Advises patrons about Library materials and services.
- Ensures compliance with library policies and procedures.
- Assists the public with the use of the copier and other equipment.
- Shelves and maintains physical collections in Bossidy Commons.
- Assists Collection Management as required.
- Responsible for Circulation Desk opening & closing procedures when required.
- Attends regular full-staff meetings, department meetings and other professional meetings/trainings as required.
- Performs other tasks as assigned.

Knowledge & Skills

- Exceptional skill in dealing tactfully, courteously and effectively with patrons of all ages and with other employees.
- Exceptional skill in maintaining confidentiality of public and staff information.
- Exceptional accuracy in and security of monetary transactions.
- Ability to learn, to adhere to and to enforce Library policies and procedures.
- Ability to learn and effectively use Library equipment.
- Working knowledge of or ability to learn the Dewey Decimal System.
- Working knowledge of or ability to learn general library terminology.
- Ability to communicate effectively.
- Ability to work independently and as a team member.
- Ability to work with limited supervision.

Physical requirements:

- Ability to lift up to 40 pounds.
- Ability to push and pull carts weighing up to 80 pounds.

Qualifications:

- High school diploma or equivalent.
- One (1) year of relevant experience in a related position (examples include working in a library, customer service position in a retail store).
- Ability to work a flexible schedule, including evenings and rotating weekends.