

Manhattan Public Library

Job Description

Job title: Library Assistant 2, Circulation

Department: Public Services

Exempt: No

Salary grade: E

Reports to: Circulation Manager or Circulation Supervisor

Supervisory responsibilities: No

Summary: Welcomes and assists a diverse population of customers by checking library materials in and out and assists them with questions concerning borrowing library materials. Performs assigned tasks that contribute to the success and smooth operation of the department. Sorts and shelves materials.

Mission Statement

Manhattan Public Library connects the community to a world of ideas and information by inspiring readers of all ages, bringing technology's benefits to everyone, and providing a comfortable, welcoming place for all.

Diversity, Equity, Inclusion, and Belonging Statement

At Manhattan Public Library, everyone is respected. The Director and staff are committed to offering collections, programs, and services that support the entire community. We oppose discrimination of any kind, including on the basis of age, race, religion, ability, sexual orientation, gender identity and expression, or socioeconomic status. At Manhattan Public Library, we understand that diversity, equity, inclusion, and belonging are essential to offering our community an intentionally robust and enriching experience. All are welcome at Manhattan Public Library.

Essential competencies that apply to all library employees:

- Demonstrates enthusiasm for providing service excellence.
- Shows commitment to customer satisfaction.
- Develops and maintains positive relationships with internal and external customers.
- Represents the library in a positive and ethical manner.
- Works cooperatively with managers and co-workers.
- Demonstrates a commitment to diversity, equity, inclusion, and belonging.
- Shows a capacity for grasping concepts and asks questions to gain further understanding.
- Communicates effectively orally and in writing.
- Effectively uses computer/technology skills for the position.
- Cross-trains in other areas of the library as appropriate.
- Completes work assigned on time and to the defined quality.
- Demonstrates prompt and regular attendance.
- Shows that essential job functions can be performed with little or no supervision.
- Complies with library policies and operational procedures.
- Complies with safety and security standards; keeps workplace safe and clean.
- Shows flexibility and adaptability.
- Shows initiative by acting independently to provide solutions to problems, seek additional responsibilities, and practice self-development.

Essential duties

- Assists library patrons at the circulation desk, checking items in and out to customers.
- Assists customers in the use of the library and its resources.
- Maintains patron records by accurately entering data.
- Registers new patrons and issues library cards.
- Answers and/or transfers incoming telephone calls.
- Maintains hold requests and searches for reserved items.
- Provides directional guidance to resources.
- Helps customers locate materials in the library and offers alternatives for items the library does not own.
- Provides minimal directional, technological and reader's advisory service, referring in-depth questions to appropriate library staff.

- Routes materials to technical services for cataloging or repairing.
- Creates interlibrary loan requests.
- Assists customers with Kansas library cards, and digital collection.
- Accepts cash and credit card payments for fines, fees and other items sold to patrons.
- Maintains security of patron credit card information under established guidelines.
- Maintains computer system security protocol by locking doors, drawers, computer screens, and managing passwords as directed.
- Records when newspapers are received.
- Distributes guest passes and visitor badges.
- Retrieves returned items from book drops.
- Pre-sorts and shelves materials based on location and Dewey Decimal System; prioritizes workload with an emphasis on shelving carts and efficiently and accurately.
- Maintains order and appearance of books and shelves by shelf-reading, shifting, merchandizing, and facing items.
- Pulls patron requested items.
- Assists with closing the library by following standard procedures.
- Assists with programs or events, including storytimes, as assigned. Tasks involve, and are not limited to, providing directional information, preparation and clean up, assisting children and youth with activities, preparing nametags

Education desired:

- High school diploma or equivalent.

Experience desired:

- One year of customer service experience
- Library experience

A combination of education, training, and experience which provides the required knowledge, skills, and abilities to successfully perform the job may be considered.

Special knowledge, skills, and abilities needed to perform the essential functions of the job:

- Knowledge of automated library systems, circulation policies and procedures.
- Ability to operate a PC, relevant computer software, and technology devices.
- Knowledge of current library services and technology.
- Ability to learn and understand contemporary library principles, policies, and procedures.
- Knowledge of library resources, materials, and equipment.
- Knowledge of contemporary library principles, policies, and procedures.
- Ability to think quickly, maintain self-control, and adapt to stressful situations.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, fractions, percentages, ratios, and proportions to practical situations.

Physical and mental factors needed to perform the essential functions of the job:

- Move items weighing up to 20 pounds.
- Move book carts weighing up to 150 pounds.
- Remain in a stationary position for extended periods of time.
- Move about to access work space, file cabinets, shelving, office machinery, to access offices, non-public spaces, and public service areas, etc., that are in the scope of the job responsibility.
- Operate standard office equipment. including but not limited to computer, tablet, printer, copier, fax, phone, email, or other technology.
- Communicate in order to express oneself and exchange information.
- Maintain composure when dealing with difficult interactions with people and in difficult situations.
- Detect the physical environment in order to traverse throughout the building, perceive safety concerns, and respond to emergency situations.
- Learn new tasks, remember processes, maintain focus, complete tasks independently, make timely decisions in the context of a workflow, communicate, and complete tasks in situations that have a speed or productivity quota.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Duties and responsibilities, as required by business necessity, may be added, deleted, or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments may be changed at any time as required by business necessity.

A criminal background and reference check is required for all library positions.

Employees who work 1000 hours per year are required to participate in the Kansas Public Employees Retirement program (KPERS).
