



Madison County Vacancy Announcement

Madison County Public Libraries Substitute Circulation Assistant

Position Summary:

Under the supervision of the Branch Manager, the Circulation Assistant performs a variety of patron contact duties including actively assisting patrons with finding library materials and with using the catalog, assisting patrons with self-directed activities and research, handling all circulation duties, shelving library materials, and creating and maintaining displays. The Circulation Assistant is usually the first point of contact for patrons and must exhibit excellent customer service while performing all work duties. Work is performed under general supervision. A proven record of customer service is required. Schedule includes evenings and weekends.

This position is non-exempt under the Fair Labor Standards Act.

Madison County Government is an Equal Opportunity Employer.

Where to Apply:

Submit an NC State Application and a cover letter to Madison County Human Resources.

Applications will be accepted at the Madison County Human Resources Office, located at 107 Elizabeth Lane, Marshall, NC 28753. Or applications can be mailed to Madison County Human Resources, PO Box 579, Marshall, NC 28753.

Applications will also be accepted via email to hr@madisoncountync.gov.

Salary: \$13.39 per hour.

Essential Functions:

- Demonstrates effective public service skills, and an understanding of public library operations. Proactively seeks to assist patrons with finding items. Circulates the library floor regularly while performing other work duties to actively assist patrons with their requests. Demonstrates tact and professionalism in all patron communications. Provides accurate informational and directional assistance to patron inquiries.
- Proficiently handles the circulation functions of the libraries integrated system including log-in, check-in, check-out, placing holds, collecting fines, searching patron database, reader's advisory, patron registration, and issuing library cards. Performs these functions efficiently with a minimum of errors.
- Proficiently handles all circulation duties, including desk opening and closing procedures, and use of all patron and circulation forms.

- Assures accurate library shelving of books and periodicals by shelf reading and reshelving, as necessary.
- Participates in branch-wide weeding as assigned and trained by supervisor.
- Handles phone customer service transactions, demonstrating the utmost professionalism in all patron communications.
- Demonstrates competency in retrieving information from various digital library resources. Exhibits a working knowledge of NC LIVE and its most widely used resources.
- Enforces all library policies, advising customers on how to properly follow rules.
- Creates positive experiences for library patrons by effectively and efficiently performing job tasks; presents a positive image of the library in attitude, communications and appearance while performing duties in both the public and staff areas.
- Responsibly handles all monetary transactions according to procedure. Performs basic calculations to determine customer fees and collect fee payments.
- Assists with library program preparation and implementation, as directed.
- May perform routine repairs on books and other holdings or prepare them for binding or extensive repairs.
- May assist with processing newly catalogued library materials.

Education:

- High school diploma or GED
 - Experience using libraries.
 - Customer service in a public setting - library preferred.
 - Any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
 - Satisfactory criminal background check and pre-employment drug screening
- Related education and related experience may be substituted on an equal basis for knowledge, skills, and abilities.*

Knowledge, Skills, and Abilities:

- *Computer Skills* – Must demonstrate competency in computer use including internet, email, Microsoft Office Products (or equivalent). Must be able to learn and become proficient with equipment and software programs as required to perform assigned duties effectively and efficiently. In addition, must be able to help patrons needing technical assistance with basic computer tasks.
- *Reasoning Skills* - Ability to keep confidential records and perform routine tasks; learn library methods, techniques, and computerized databases; use good judgment. Ability to perform repetitive tasks accurately; pay attention to detail.
- *Physical Ability* – Able to stand for long periods at a time, lift heavy boxes, move carts, bend, squat, and stretch to perform their regular job duties. Good vision and hearing and manual dexterity to operate a computer and phones are required for this position.
- *Work Ethic*: Must have the ability to learn and become proficient in skills, functions and technologies required to perform job duties, working effectively independently and cooperatively as part of a team, maintaining effective working relationships to complete assigned tasks and accomplish job responsibilities. Conscientiously abides by the rules, regulations, and procedures governing work, including reliable attendance, and maintaining a regular schedule.
- *Organization* – Has excellent organizational skills to shelve library books and properly place other materials.
- *Integrity and Honesty*: Demonstrates high standards of integrity, trust, openness, and

- respect for others. Maintains necessary patron and staff confidentiality.
- *Service Orientation* – Demonstrates a professional, positive, cooperative, team-oriented working relationship with staff, co-workers, and volunteers. Must be able to provide efficient and courteous patron service towards a diverse patron population.
- *Accountability*: Takes ownership of tasks, performance standards, and mistakes.
- *Self-Management Skills*: Demonstrates a positive attitude. Requires ability to handle patron complaints and handle difficult situations involving patrons. Requires the ability to work under periods of occasional stress resulting from peak periods of patron service requests. Remains open to new ideas and approaches. Continuously evaluates, adapts, and copes effectively with change.

Physical Requirements:

The physical demands and work environment characteristics described here are representative of this that must be met by an employee to successfully perform the essential functions of this job. In compliance with ADA requirements, reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. Additional physical requirements:

- Manual dexterity to operate computer and telephone equipment.
- Physical ability to regularly lift library materials weighing up to 40 lbs., and to push fully loaded cars of library materials.

Additional Requirements: Applicant must be willing to submit and pass a pre-employment drug/alcohol test as well as a criminal background check. This position is subject to health and safety sensitive random drug screens. Must possess a valid North Carolina Driver License or be able to obtain one within 60 days of employment.