

Shaler North Hills Library

1822 Mt. Royal Boulevard • Glenshaw, PA 15116 • 412-486-0211
www.shalerlibrary.org

Job title: Circulation Services Associate
Pay Grade: Part-time
Immediate Supervisor: Public Services Coordinator

Job Summary: Under general direction of the public services coordinator, this employee performs responsible work in implementing a comprehensive program of library circulation services to patrons.

Qualifications: High school degree, some college preferred. Public service experience required. Child Abuse History Clearance and PA State Police Criminal Record Check, FBI Criminal Background Check required. Shaler Township resident preferred.

Knowledge, skills and abilities: Outstanding customer service skills and commitment to public service. Ability to maintain consistent, friendly, quality service and harmonious relationships with diverse customers, staff, and community leaders. Ability to exercise independent judgment, take initiative, make decisions and solve problems using common sense and within the parameters of library policy. Flexible, creative, innovative, enthusiastic team-player capable of executing projects and services. Desire and ability to learn new skills and expand knowledge of library materials and services.

Essential functions of job:

- Maintains high quality of service and effective relations with patrons of all ages and staff. Responds to patron requests and concerns in a consistent, positive manner. Fosters inter-departmental relationships and communication to reach library goals.
- Greets library users, answers telephone and directs calls, registers people for programs.
- Uses library automated circulation system to circulate materials to library users including checking materials in and out, processing holds, registering borrowers, collecting fines and fees.
- Pull materials from the shelves to process county-wide reserves. Check in, process and shelve patron reserves.
- Answers general or directional questions regarding the library collection, programs or services.
- Assists in operations; opening and closing of circulation desk and building, counting money, run cash register tape, emptying book drop.
- Performs activities involved in retrieval of overdue materials and acts as contact person for library users inquiring about overdues or library policy.
- Processes interlibrary loans from outside the county.
- Checks in and adds magazines to online catalog using the serials module in the automated circulation system.
- Discards and/or rotates newspapers.

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- Processes lost/paid items as per procedure.
- Assists patrons with library equipment, computers and software. Provides basic maintenance service of computers and equipment. Notifies librarian-on-duty of further maintenance issues regarding computers/equipment.
- Shelving duties as needed.
- Help oversee work of student shelvers, volunteers and community service workers.
- Assists in training and monitoring of students and new hires.
- Maintains displays and straightens library areas.
- Requisitions departmental supplies and repairs as needed.
- Participates in meetings and community events as required.
- In conjunction with Board, Director and Staff, updates/creates and enforces library policy.
- Performs other duties as assigned.

Work environment:

Requires physical ability to lift, bend and push carts full of library materials. Stoops, stretches and climbs to retrieve and/or shelve materials. Repetitive functions, including computer use. Frequent exposure to noise, disruptions and stress. Periodically works beyond normal work hours or on as-needed basis, including evenings and weekends.