

## **JOB DESCRIPTION**

November 2025

### **Circulation Assistant**

20 hours/week

#### **Summary**

The Circulation Assistant runs the Help Desk and provides a variety of essential patron services. The Circulation Assistant also handles overdue functions, performs a variety of processing and repair duties, creates book displays, and takes on other tasks as assigned.

Pay starts at \$20.00 an hour.

#### **Duties**

##### *Customer Service from the Help Desk*

Making sure that visitors have a positive library experience is the top priority for each member of the Library's staff. The Circulation Assistant runs the Help Desk during scheduled hours, and as such, is the primary contact point for patrons and visitors.

##### *Help Desk Duties*

- Greet adults, children, and telephone patrons with a smile, answer questions and offers assistance.
- Check materials in and out.
- Facilitate the use of the public access computers, digital collections, and databases.
- Help patrons use the iPad look-up stations, find materials, and place holds within the Catamount Consortium's Koha system.
- Offer interlibrary loan, if needed.
- Register new patrons and give them a brief orientation to the Library.
- Inform patrons and visitors about the Library's digital collections, the resources of the Vermont Online Library, Mango Languages, ebooks, and other online and digital services.
- Handle program registrations.

##### *Circulation*

The Circulation Assistant has primary responsibility for circulation during scheduled evening and weekend hours.

- Handle circulation functions, including holds and ILL requests.
- Handle overdue contacts for long overdue/lost materials.
- Update patron records when materials are returned or paid for.
- Report to Library Director on efforts to retrieve overdue and lost items.
- Report any Koha system problems to the Assistant Librarian and Library Director. Follow "system down" procedures to report urgent problems.
- Researches and creates attractive book displays on topics that may be of interest to our patrons or on timely topics.

### *Technical Services*

- Assist with processing and cataloging of new library materials.
- Assess the condition of damaged materials and makes repairs, if possible, or refer materials to Youth Librarian or Library Director for possible replacement or withdrawal, if an item cannot be repaired.
- Uses online calendars and other office software the Library uses for internal communications, organization, and tracking.

### *Other*

Occasionally assists with preparation for youth programs  
Perform other tasks, as assigned.

### *Work place communication*

- Maintains a professional attitude and conduct in relationships with colleagues.
- Fosters a congenial workplace atmosphere that supports all staff.
- Communicates effectively with other staff.

### *Professional Development*

Participate in relevant workshops and webinars, as time, budget, and needs of the Library permit.

### **Qualifications**

Bachelor's degree preferred.

Excellent customer service skills; minimum 1 year experience in customer service field desirable.

Attention to detail and ability to handle multiple tasks

Comfort with basic technology and a willingness and ability to learn new technology

Willingness to work evening and weekend hours.

Effective verbal and written communication skills.

Pay starts at \$20.00 an hour. Send resume, cover letter and two references to:

[rachel@waterburypubliclibrary.com](mailto:rachel@waterburypubliclibrary.com).