



**JOB ANNOUNCEMENT  
CITY OF TROY, AL  
INTERNAL/EXTERNAL**

**CLASSIFICATION TITLE: LIBRARY CIRCULATION ASSISTANT**

**FLSA DESIGNATION: NON-EXEMPT, CLASSIFIED**

**OPENING DATE: 12/30/2024**

**CLOSING DATE: 01/07/2025**

**SKILL LEVEL: 7**

**SUMMARY DESCRIPTION:**

The Circulation Assistant performs a variety of patron contact duties including: actively assisting patrons with finding library materials and with using the online catalog, handling circulation duties, shelving library materials, and maintaining displays. The Circulation Assistant is usually the first point of contact for patrons and must exhibit excellent library service while performing all work duties. Work is performed under general supervision.

**REPRESENTATIVE DUTIES:** Under the Direction of the Library Director:

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Proficiently handle the circulation functions of the library's integrated system including, log-in, check-in, check-out, collecting fines, and issuing library cards.
2. Support "patron first" practices: proactively seek to assist patrons with finding items, assist with general patron enquiries, and provide accurate informational and directional assistance to patron inquiries.
3. Proficiently handle all circulation duties, including desk opening and closing procedures, and use of all patron and circulation forms.
4. Handle phone patron service transactions, demonstrating professionalism in all patron communications.
5. Perform collection maintenance duties, including maintaining displays and straightening shelves, as required.
6. Assist with shelving of library materials, as needed.
7. Demonstrate a professional, positive, cooperative, team-oriented working relationship with staff and volunteers.
8. Participate in Saturday work as needed.

## **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

Must possess excellent patron service skills and be self-motivated.  
Ability to keep confidential records and perform routine tasks.  
Demonstrate competency in computer use.  
Learn library automated systems, online databases, and reader's advisory; handle patron concerns with tact, courtesy, and good judgement.  
Work in a team environment; use good judgement; perform repetitive tasks accurately.

**MINIMUM QUALIFICATIONS** – Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

1. High school diploma required.
2. Must have a valid Alabama Driver's License, a good driving record.
3. Must submit to and pass a pre-employment physical, and drug and alcohol screening.
4. Prior to employment offer, position subject to satisfactory background check.

## **MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:**

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification, but are determined by the normal requirements for the particular position.

<b>Essential Physical Abilities</b>
Work is primarily performed in an office setting, with exposure to computer screens. Must be able to operate a variety of automated office equipment including a computer, printer, calculator, copier, facsimile, telephone, etc. While performing the duties of this job the employee is frequently required to stand, sit, talk, and use hands to finger, handle, feel, or operate objects, tools, or controls. The employee is occasionally required to climb, balance, stoop, kneel, or crouch. Tasks may include lifting and/or moving up to 35 pounds.
<b>Guidelines</b>
Guidelines include City of Troy Personnel Policies and Procedures, benefits policies and procedures, the Risk Management Manual, and the City of Troy Core Values. These guidelines are generally clear and specific, but may require some interpretation in application.
<b>Complexity</b>
The large number of policies, procedures, laws and regulations to be followed contributes to the complexity of this position.
<b>Scope &amp; Effect</b>
The purpose of this position is to provide support to the Troy Public Library and to ensure all Library functions run smoothly. Success in this position results in greater effectiveness of the Troy Public Library's processes and services.
<b>Personal Contacts</b>
Contacts are typically with employees, co-workers, City departments, support agencies, and members of the general public.
<b>Purpose of Contacts</b>

Contacts are typically to give or provide information, gather information, and provide services.
<b>Work Environment</b>
The work is typically performed in an office setting.

**NOTE:**

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included. This job may also require meetings outside of normal business hours or work on weekends and evenings. Some travel required.

Successful applicant is required to pass physical examination and drug test, and have a valid Alabama Drivers' License. Position is subject to satisfactory background check.

IF YOU BELIEVE THAT YOU ARE QUALIFIED FOR THIS POSITION AND WOULD LIKE TO COMPLETE AN APPLICATION, BLANK APPLICATIONS ARE AVAILABLE FROM:

City of Troy  
Human Resources Dept.  
Troy, Alabama

RESUMES WILL NOT SUBSTITUTE FOR AN APPLICATION.

*The City of Troy is an Equal Opportunity Employer.*