



Title: Circulation Assistant

Description: This position involves working at the front desk with staff to assist with the simple circulation of materials. The majority of work in this position involves sorting library materials as they are returned, ensuring that book drops are collected at least every half hour. This person also assists staff by shelving audio/video materials and checking shelving for accuracy. This volunteer must demonstrate exceptional customer service skills and the ability to maintain a positive teamwork atmosphere by communicating with patrons, co-workers, and supervisors.

Contact: Elizabeth Hujar, Volunteer Coordinator: 607-272-4557, ext. 226, and VolunteerCoordinator@tcpl.org

Supervisors:

Jen S., 607-272-4557, ext. 254 (jschlossberg@tcpl.org); Keith V., ext. 242 (kvanetten@tcpl.org); Angela H. or Teresa V., ext. 242 or ext. 272 (ahoule@tcpl.org; tviza@tcpl.org); Asia B. (abonacci@tcpl.org), ext. 264

Job duties:

- Empties book bins and book drops
- Collects and sorts returned library materials from circulation bins and places them on appropriate carts
- Divides audio-visual material items by item type, and then places them in alphabetical or numerical order
- Re-shelves audio-visual items such as DVDs, CDs, tapes, etc.

Requirements:

- Ability to alphabetize and place things in numerical order
- Referring patron inquiries to staff

Physical Requirements: This job requires a significant level of physical activity, including standing, walking, and moving circulation bins that may weigh up to 20 pounds.

Hours: Volunteers are expected to maintain a regular, weekly schedule, and to call in or otherwise notify circulation if they cannot be in. Bin Emptier is a position only for volunteers who will be working for an extended period; long-term, open-ended commitments are preferred.

Notes: These volunteers often work with dusty, dirty items and should dress appropriately, while at the same time being mindful that they are near the front of the library and should reflect positively on the library.

Impact of your Service as a Circulation Assistant:

Last year, volunteers re-shelved over 256,000 AV items. This has a significant impact on patron satisfaction in that high-in-demand AV items are returned quickly to the shelves. Likewise, the quick and accurate emptying and sorting of returned items from book bins onto carts ensures that patrons can find the items they are seeking. This works also frees library staff up so that they can more easily assist patrons in their other library needs.