



Title: Circulation Assistant

Description: This position involves working at the front desk with staff to assist with the circulation of materials. The majority of work in this position involves sorting items as they are returned, ensuring that book drops are collected at least every half-hour. This person also assists staff by shelving audiovisual materials and checking shelves 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, Coordinator of Volunteer Services: volunteercoordinator@tcpl.org or 607-272-4557, ext. 226

Supervisors: Jen, Head of Access and Circulation Services: 607-272-4557, ext. 254 (jschlossberg@tcpl.org), Keith: ext. 242 (kvanetten@tcpl.org), Angela: ext. 242 (ahoule@tcpl.org), Teresa: ext. 272 (tviza@tcpl.org), and Asia: ext. 264 (abonacci@tcpl.org)

Job duties:

- Empty book bins and book drops
- Collect and sort returned library materials from circulation bins and place them on the designated carts
- Arrange audiovisual items according to their type, and then place them in alphabetical or numerical order
- Re-shelve DVDs, CDs, and audiobooks

Requirements:

- Ability to place things in alphabetical and numerical order
- Ability to politely refer 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 schedule, and to notify circulation at ext. 280 if they cannot make it in. This position is intended 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 TCPL.

Impact of your service as a Circulation Assistant:

Circulation Assistants have 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 up library staff up to assist patrons with their other library needs.