



Title: Circulation Assistant

Description: This position will be working at the Circulation 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 person: Yvette Rubio, Volunteer Coordinator: 607-272-4557 ext. 226, VolunteerCoordinator@tcpl.org

Supervisors:

Jen S., ext. 263 (or jschlossberg@tcpl.org), Keith V., ext. 242 (kvanetten@tcpl.org); Angela H. or Teresa V. 607-272-4557 ext. 265 or ext 280 (ahoule@tcpl.org; tviza@tcpl.org); Asia B (abonacci@tcpl.org)

Job duties:

- Empties book bins and book drops.
- Collects and sorts returned library materials from circulation bins and places 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. Volunteers who can commit to an extended period will be selected; 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 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 our clerks can check these items in quickly. This works also frees library staff up so that they can more easily assist patrons in their other library needs.