JOB TITLE: CATALOGING AND CIRCULATION TEAM MEMBER IV

The Cataloging and Circulation Team Member is always focused on the customer. She takes every opportunity to use her frequent one-on-one communications with customers to promote the library. Although most of her customer interactions are routine and brief she finds ways to makes each customer feel valued.

Reports to: Cataloging and Circulation Team Leader **Classification:** Four

Education and Work Experience: High School diploma

First Two-Years Training Requirements:

- Library of Michigan Basic Workshop
- Completion of *Customer Service Express* by ZingTrain or similar training

Competencies and aptitudes:

- Ability to carry out projects which require accuracy and attention to detail
- Ability to work effectively with other team members
- Ability to work with office software including word processing and spreadsheets
- Demonstrate understanding of circulation practices and policies
- Good communication skills
- Good problem-solving skills
- Good work ethic

Essential Functions:

- Uses the ILS system to carry out circulation services for the public
- Assists with catalog and collection maintenance projects
- Assists with projects to encourage circulation of the library's collection

In addition to essential functions, all employees are expected to carry out other duties as assigned.

Example of a 7.5 Hour Day:

This gives you a snapshot of one day; there are no typical days. One of the best parts of working at the library is that every day is unique.

- 3.0 hours Check books out for patrons
- 2.0 hours Check books and sort for re-shelving
- 0.5 hours Register new patrons
- 1.5 hours Inventory audiobooks
- 0.5 hours Call patrons to let them know the books they had placed on hold are now available