

Sheridan County Public Library System

Job Description

Circulation Library Assistant – Full time

Classification	Paraprofessional / Public Services
Location	Fulmer Branch Library — Sheridan, WY
Reports To	Circulation Services Supervisor
Hours	37.5 hours per week; schedule varies by need
FLSA Status	Non-Exempt
Starting Pay	\$14.50/hour
Benefits	Full Benefit package

POSITION SUMMARY

The Circulation Library Assistant at the Fulmer Branch provides friendly, reliable circulation and patron services support in one of SCPLS's Largest branch locations. This position works directly with community members to help them access library materials, navigate their accounts, and make the most of what the library offers. The Fulmer Branch serves a large and bustling community, and the Library Assistant plays a visible and valued role in helping each patron navigate the library services that we offer.

This position works under the direction of the Circulation Supervisor.

PRIMARY DUTIES AND RESPONSIBILITIES

Circulation and Patron Services

- Provides friendly, welcoming service to patrons of all ages; assists with circulation transactions including check-out, check-in, and renewals
- Assists patrons with account questions, account maintenance, and library card issuance and renewal
- Manages hold requests by processing holds and notifying patrons when materials are available for pickup
- Keeps the holds shelf organized to facilitate easy access for patrons picking up reserved items
- Renews materials for patrons by phone or email as needed
- Collects fines and fees accurately; handles basic cash transactions
- Answers phone calls and responds to patron inquiries in a helpful and professional manner
- Responds to patron emails and sends overdue notices to support timely return of materials

Shelving and Collection Maintenance

- Processes returned materials and prepares items for shelving promptly and accurately
- Shelves and organizes library materials to keep the collection current, accessible, and browsable
- Organizes shelving carts to support efficient workflow for branch staff
- Shelves newly acquired items to keep the collection current and accessible
- Handles book drop returns to efficiently process returned items for re-circulation
- Supervises and processes items returned via the external book drop during holiday shutdown periods

Branch Operations Support

- Processes incoming mail and distributes information in a timely manner
- Supports a clean, organized, and welcoming branch environment throughout each shift

- Performs branch opening and closing procedures as assigned
- Performs other duties as assigned by the Satellite Branch Manager

KNOWLEDGE, SKILLS, AND ABILITIES

- Genuine enjoyment of working with people of all ages and backgrounds; friendly and welcoming presence with library patrons
- Strong customer service instincts and clear, professional communication — in person, by phone, and in writing
- Effective problem-solving skills; addresses patron and coworker concerns in a timely manner with active listening and a solutions-focused approach
- Reliability and professionalism in attendance, conduct, and collaboration with colleagues and community members
- Ability to adapt to changing patron needs and library priorities with flexibility and an open mind
- Ability to address conflict professionally and maintain positive working relationships with coworkers, patrons, and community members
- Attention to detail in handling patron accounts, circulation transactions, and cash
- Basic computer proficiency including email, Microsoft Office or Google Workspace, and internet navigation; willingness to learn library-specific software
- Ability to work independently and stay on task during quieter periods

EXPERIENCE AND QUALIFICATIONS

SCPLS uses an experience-based hiring approach. We welcome candidates who demonstrate the knowledge, skills, and abilities for this role through any combination of education, work history, and transferable experience. Relevant backgrounds may include:

- One or more years of customer service, retail, or other public-facing work experience preferred
- Experience in a library, school, nonprofit, or community organization setting
- Volunteer or paid experience involving recordkeeping, cash handling, or clerical support

A high school diploma or equivalent is preferred.

PHYSICAL REQUIREMENTS

This position requires regular physical activity including reaching shelves at high and low levels; bending, stooping, twisting, and turning; pushing loaded carts and bins; and lifting up to 25 lbs. regularly and up to 50 lbs. occasionally. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the role.

SCHEDULE AND COMPENSATION

Starting pay	\$14.50 per hour
Weekly hours	37.5 hours per week; schedule varies by need
General availability	Mon-Thurs. 8:30-7:00 Fri-Sat 8:30-5:00
Benefits	Full Benefit package.

To apply, submit your resume and a brief letter of interest to: along@sheridancountylibrary.org

Sheridan County Public Library System is an Equal Opportunity Employer.