



City of Rochester (NY)

Library Circulation Specialist/Bilingual

SALARY	\$38,311.00 - \$47,894.00 Annually	LOCATION	Rochester, NY
JOB TYPE	Full-Time	JOB NUMBER	25FY0374PLA12
DEPARTMENT	Rochester Public Library	BUREAU	Central Library
OPENING DATE	05/09/2025	CLOSING DATE	5/22/2025 11:59 PM Eastern

General Description

The employee in this class performs fundamental and specialized circulation and patron services activities. This position provides patron services, with emphasis on all activities related to the circulation of library materials and promoting a welcoming environment for all patrons using the Library. This position is supervised by the Circulation Supervisor. Strong customer service skills and good judgment are necessary for this position. Some customer service work will be performed in Spanish. Most translations will be oral, but the employee may occasionally write notes or create forms or other documents in basic Spanish. Related duties are performed as required.

HOURS: Monday thru Friday 9am-5pm, with occasional evening & Saturday shifts as needed based on staffing issues.

Typical Work Activities

- Greets patrons and assists as needed in person or on the phone;
- Checks out/checks in and places holds on library materials;
- Provides informational assistance using both electronic and print sources, in person and on the phone;
- Responsible for processing fines and handling money;
- Issues new and replacement library cards;
- Assists in processing of library materials;
- Assists in processing of inter-library loans and patrons special requests;
- Assists in training new employees

Minimum Qualifications

High School diploma or Equivalency diploma **PLUS:**
Three years of full-time Circulation library experience

AND

Six months experience providing in person customer service at a Library Circulation or service desk.

Employer

City of Rochester (NY)

Phone

585-428-7115

Address

30 Church Street
Room 103A
Rochester, New York, 14614

Website

<http://www.cityofrochester.gov>