

JOB SUMMARY

The Circulation Clerk reports to the Public Services Manager and provides customer service to patrons and performs clerical work relating to library services. The position also assists library staff in other support tasks as assigned.

MAJOR DUTIES/ESSENTIAL FUNCTIONS

- Performs functions related to circulation of library materials which includes the checking in and out of materials; registration of patrons for library cards; sorting returned materials; and collection of fines and fees.
- Prepares materials for delivery to other libraries and processes materials received from other libraries for our patrons or to be shelved.
- Answers basic questions in the use of the library and its' resources. Refers reference and complex questions to professional staff.
- Participates in the maintenance of the library collection. Processes new materials. Evaluates the condition of materials, makes minor repairs and refers damaged materials to professional staff for evaluation.
- Performs light housekeeping duties.
- Shelves library materials when necessary.
- Performs other tasks and projects as assigned

REQUIRED KNOWLEDGE AND ABILITIES

- Good interpersonal skills and ability to maintain and foster cooperative, courteous and effective working relationships with the public, peers and supervisors.
- Basic competency and ability to learn current computer software and digital devices used by the library.
- Ability to pay attention to details and to understand and follow written and oral instructions
- Ability to sort and shelve in alpha and numeric order and to develop a working understanding of the Dewey Decimal System
- Experience with money handling
- Ability to understand library policies and procedures and to apply them to job duties
- Ability to maintain confidentiality of library patron information
- Good oral and written communication skills
- Proficiency with English grammar and spelling
- Ability to maintain regular physical attendance

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Use of hands to finger, handle or touch books, write, file, sort or shelve
- Use of hands and arms to handle, carry, position and move materials and manipulate items
- Use of legs and feet to sit, stand, walk, stoop, climb, kneel, crouch, crawl, bend, twist and balance without fatigue
- Ability to hear and talk
- Close and distance vision required
- Ability to lift and reach books above the shoulders
- Lift and carry up to 50 pounds safely
- Push or pull objects weighing 300-400 pounds

WORK ENVIRONMENT

Work is performed in an environment with a large volume of public interaction. Employees will be exposed to dust. The noise level is usually quiet to moderate.

TOOLS AND EQUIPMENT

- Ability to use office technology equipment: Integrated Library system, Window operating systems, Microsoft Office, personal electronic devices including iPad, self-checkout kiosks, printers and new technology as introduced and/or adopted.
- Skilled in the operation of the following tools and equipment: book truck, telephone, paper cutter, cash register, copy machine, scanner, laminator and new equipment as introduced and/or adopted.

EDUCATION/EXPERIENCE

- High school diploma or equivalent required.
- One (1) year of customer service experience required.
- Knowledge of computers, word processing and electronic information resources including the Internet.
- Must be able to maintain a regular work schedule which may include evenings and weekends.

SELECTION GUIDELINES

The selection for this position is covered by a process that includes, but is not limited to, the completion of a formal application, verification of education and experience, oral interviews and reference checks. Prior to appointment, candidate may be required to submit to a medical examination and drug screen consistent with requirements of the position. Candidate may also be required to submit to a record check made by local, state and/or federal authorities before final approval.

DISCLAIMER

The duties listed above are intended only as illustrations of various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

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