
Position: Library Circulation Clerk

Average Hours per week: 11 (includes one Saturday per month)

Schedule: Thursdays noon - 5:00 pm, Fridays noon - 5:00 pm, and 1 Saturday rotation per month 8:30 am - 1:00 pm. An additional Saturday shift may be available. Flexibility to work other days and times as needed.

Wage: \$14.00 per hour

Supervisor: Library Director

General Description: As the first point of contact, the Circulation Clerk must provide excellent customer service to all library patrons and visitors. Work is performed under general supervision.

Qualifications:

- High School diploma (or equivalent) is required
- Proven record of exemplary customer service is required
- One year of library experience is preferred

Essential Job Functions: The duties for this position include, but are not limited to, the following:

- Circulation Desk tasks
- Library opening and closing procedures
- Oversee work of Library Pages
- Create positive experiences for patrons
- Perform other work as assigned

Knowledge/Skills Required:

- Ability to work independently, organize and prioritize work, and respond to varied work demands
- Self-starter, willing to accomplish assigned tasks with minimal supervision
- Ability to follow detailed directions
- Ability to make decisions based on library policies and procedures
- Ability to foster good interpersonal skills and to maintain courteous working relationships with the public, peers, and supervisors

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- Ability to use computers, keyboards, and software; ability to use library operating system, databases, and search engines
 - Willingness to maintain and improve skills through participation in appropriate training and education sessions
 - Ability to effectively communicate with patrons in a pleasant and businesslike manner
 - Ability to direct and supervise the work of others, if necessary
 - Ability to assist in training new library employees
 - Ability to keep confidential records
 - Ability to use good judgement in all circumstances

Environmental/Working Conditions:

- Flexible work hours, including evenings and weekends
- Inside and outside work environment

Physical Skills Required:

- be able to work with hands neatly and accurately
- be able to talk, listen, and concentrate
- be able to push and pull a fully loaded book truck
- be able to lift 20 pounds without assistance
- be able to bend, stoop, stretch, reach, twist, and kneel
- be able to sit, stand, or walk for extended periods of time

Circulation Desk Tasks:

These tasks are the responsibility of every staff member. This list is not to be construed as exclusive and all-inclusive; other duties may be required and assigned, but this list identifies the various duties that will be performed on a regular basis.

- Check library materials in and out, and inspect items for damage
- Empty book drop
- Process incoming materials from daily van delivery
- Pull patrons' holds (pick list), and fill new holds
- Assist patrons with SHARE catalog, holds, renewals, account questions, locating materials, reference questions, and reader's advisory
- Refer patrons requiring advanced assistance to the appropriate staff person
- Assist patrons with computer, printer, photocopier, and scanner
- Fax paperwork for patrons
- Answer the telephone courteously and attentively
- Monitor and promptly respond to library's email messages

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- Explain library card policy to library users, inspect users' identification, and issue library cards
 - Collect fines and fees, in cash, check, and credit card
 - Assist patrons with digital services, on a variety of devices
 - Adhere to, and enforce, library policies and procedures
 - Maintain hold shelf
 - Check in and prepare magazines for circulation
 - Take interlibrary loan requests and route requests to the appropriate staff member
 - Keep necessary supplies filled
 - Process and mend materials
 - Shelve library materials, and read shelves
 - Perform light housekeeping
 - Perform other work as assigned