

Circulation Clerk

JOB DESCRIPTION: CIRCULATION CLERK

REPORTS TO: HEAD OF CIRCULATION

JOB SUMMARY: Deals directly with the public in the performance of library services and implementation of library policy.

DUTIES AND RESPONSIBILITIES:

1. Cooperates as a team member in performing duties essential to the achievement of efficient library operations.
2. Assists in the circulation of all library materials in a courteous, friendly manner. Includes responsibility for maintaining efficient procedures and accurate circulation records, including the preparation of library cards, overdue notices, lost and damaged materials and all records relating to Internet usage.
3. Assists in monitoring the behavior and conduct of library patrons.
4. Records all monies received and disbursed at the circulation desk.
5. Answers patron directional and procedural inquiries including the registration for library programs.
6. Answers patron's ready reference and reader's advisory questions. Refers unanswered questions to appropriate staff.
7. Answers and directs all telephone calls to proper personnel.
8. Places reserves on library materials as needed.
9. Processes library system deliveries and picklist.

10. Understands and implements library procedures and policies, while safeguarding confidential and restricted information.
11. Assists in the accurate shelving of all books and library resources and maintains an orderly collection.
12. Helps maintain neatness of the public areas. May perform general cleaning duties including dusting shelves and books.
13. Performs opening and closing procedures as scheduled.
14. Demonstrates computerized catalog use for patrons.
15. May be responsible for obtaining and maintaining tax forms and publications.
16. May create and maintain inside and outside library displays.
17. May perform notary public and/or voter registrations duties.
18. Processes interlibrary loans.
19. Performs basic troubleshooting for office equipment and computers.
20. May maintain best seller hold list.
21. Assist on bookmobile as assigned.
22. Attends staff meetings.
23. Attends meetings, seminars and workshops as appropriate.
24. Promotes the library by practice of good public relations.
25. Performs other duties as needed and/or assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Ability to establish and maintain effective working relationships with staff and public.
2. Ability to take initiative and use good judgment and discretion in making decisions and referring questions.
3. Ability to be friendly, courteous, and meet people easily.
4. Ability to communicate effectively orally and in writing.
5. Ability to remain calm in difficult situations.
6. Ability to follow a task through to completion.
7. Knowledge of PC's, Windows software applications, and the Internet.
8. Ability to organize job duties and work independently.
9. Ability to empathized and relate to the needs of all patrons.
10. Ability to conduct an effective patron interview.
11. Ability to follow oral and written instructions.
12. Ability to use a variety of office equipment.
13. Ability to bend, stoop, lift and carry. Ability to push fully loaded book card.
14. Ability to accurately file numerically and alphabetically.
15. Basic typing, filing, and computer skills.
16. May need to stand for extended periods of time.

QUALIFICATIONS:

High school graduate or equivalent. One year work experience with the public required. Basic typing, filing and computer skills. Library experience preferred. Night and weekend hours required.