

Job Title:

Circulation Services--Library Clerk

Job Purpose:

To assist patrons at the public services desks in the Circulation Department; process returned and interlibrary loan materials; perform clerical tasks that support the work of the department.

Job Duties: (Percentages of work time are approximate)

Works Circulation Desk and Information Desk; checks materials in and out to patrons; assists patrons with self-check and return machines; answers directional and informational questions; gives tours; collects fines and fees; registers new patrons and updates library cards; performs related data entry functions; works to resolve problems with policies and procedures. (50% of the work time)

Monitors sorter; empties items from sorter bins to sort onto carts; processes items from exception bin; empties book drops; places returned items into staff induction station; puts items in order on carts. (20% of the work time)

Answers and directs incoming phone calls; answers Circulation-related questions from phone patrons; uses online registration program. (15% of the work time)

Prepares holds for hold shelf; files holds; searches for and processes materials requested by other libraries. (10% of the work time)

Performs other duties as necessary to support the department, such as: oversees the department as Acting Supervisor; checks out items to repair on SWAN; packages materials for mailing to out-of-state libraries; prepares morning bank and reconciles register receipts; produces circulation forms and stocks workstations; participates in offsite cardholder registration; registers voters; meters mail; posts items on community events displays. (5% of the work time)

Duties require decision making in serving the public. A supervisor is always available to handle problems. Work includes clerical and technical tasks that require an accurate knowledge of a variety of procedures. No supervisory responsibilities are assigned. Contact with the public averages at least 90% of work time. Bending, lifting and carrying items, and pushing loaded carts are required.

Required Knowledge, Skills, and Abilities:

Experience with computers.

A commitment to public service; the ability to communicate effectively, both orally and in writing, with patrons and staff; the ability to negotiate and to resolve difficult situations; the ability to work effectively and pleasantly with people of all ages; the ability to work well as part of a team.

The ability to work independently, determining and adjusting work priorities as needed and completing tasks in an orderly and timely manner; the ability to think analytically; attention to detail and accuracy in work; resourcefulness and initiative; good judgment in making decisions.

The ability to deal with pressures of public service in a busy environment; the ability to work effectively with frequent interruptions.

The ability to adapt to technological and procedural changes in the library's circulation system.

The physical ability to perform repetitive motion tasks and move heavy materials; the ability to learn and recall technical procedures; the ability to learn the automated system; the ability to type and accurately enter data into the computer; the ability to read printed materials and computer screens; the ability to learn to use and troubleshoot office equipment; the ability to perform basic math.