

JOB TITLE: Clerk

DEPARTMENT: Circulation Services

LOCATION: Main Library, Westacres Branch

JOB SUMMARY: The Circulation Clerk performs a variety of public service, technical and clerical duties related to the circulation of materials.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Circulates, checks in and renews library materials. Clears daily and holiday book drops.
2. Instructs the public in the use of self-service options, such as checkout stations, renewals, holds and online payments, etc.
3. Troubleshoots problems with department equipment, such as checkout stations and photocopy equipment.
4. Registers new users and renews library cards. Updates user records on the automated system.
5. Accepts cash, checks and credit card payments for fines and fees; operates cash register; performs daily cash routines.
6. Answers telephone and routes incoming calls.
7. Conducts department opening and closing procedures.
8. Maintains hold shelves and processes holds for pick-up.
9. Checks in newspapers.
10. Searches for interlibrary loan requests and items claimed returned, lost or missing.
11. Directs the public to the various library departments, areas of the library or meeting rooms. Provides the public with general information about the library.
12. Acquaints the public with circulation policies and procedures; interprets and enforces circulation policies and procedures; waives circulation policies and procedures based on customer service discretion.

13. May be assigned responsibility for any of the following when scheduled:
 - ◆ Processes new magazines
 - ◆ Requests and processes items through interlibrary loan
 - ◆ Follows-up on overdue interlibrary loans
 - ◆ Participates in library committee work
 - ◆ Prepares requests for administrative supplies
 - ◆ Prepares for print, email and telephone patron notices for holds, interloans, overdues and bills for replacement
 - ◆ Checks RFID alarm reports and search shelves for items
 - ◆ Handles problems with mismatched media
 - ◆ Handles returned mail
 - ◆ Handles lost and found and items belonging to other institutions
 - ◆ Coordinates volunteers
14. Contributes to positive working environment and organizational unity by communicating to peers and supervisors within the library.
15. Maintains positive and proactive customer service behaviors at all times.
16. Accurately sorts and shelves materials of all formats.
17. Maintains shelves to ensure that materials are in correct order, which includes the shifting of materials on shelves as needed.
18. Other duties as assigned.

DESIRED QUALIFICATIONS:

1. High school diploma or equivalent.
2. Public service experience. Retail experience. Handling payments.
3. Library experience and experience with an ILS system.
4. Ability to work effectively with the public in a tactful, courteous manner.
5. Demonstrated ability to use computer technology, preferably within a Windows environment.
6. Ability to work with minimal supervision.
7. Familiar with the Dewey Decimal System.
8. Accuracy and skills in keyboarding, spelling, English, grammar and arithmetic.

9. Ability to promote and maintain effective relationships with other staff and to work in a team environment.
10. Positive service attitude.

PHYSICAL ACTIVITY REQUIREMENTS:

(Degree of physical demands (strength) usually associated with the essential functions of the position)

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. Light Work usually requires walking or standing to a significant degree. The type of physical demands usually associated with the essential functions of this classification are: stooping, kneeling, crouching, reaching overhead and horizontally, handling, touching, talking, hearing and seeing.

SCHEDULING:

Currently, circulation clerks are scheduled for four, 5-hour shifts per week (not including Sundays). This includes a share of evening and weekend shifts; Sunday work is considered premium time and is paid at time and one-half. See the sample schedule below.

Sample Schedule (subject to change)

Monday (9am-2pm)

Tuesday (4:15-9:15pm)

Wednesday (9am-2pm)

Friday or Saturday (1:15-6:15pm)

REPORTING RELATIONSHIPS:

At Main Library:

This position reports to the Assistant Circulation Manager. Reports to the Coordinator of Support Services in the absence of the Assistant Circulation Manager.

At Westacres Branch:

This position reports to the Branch Manager.

There are no supervisory responsibilities associated with this position, however, may provide direction to department substitute clerks, circulation assistants and volunteers as needed.