

DATE PREPARED: AUGUST 2019
POSITION: CIRCULATION CLERK
CLASSIFICATION: LIBRARY CLERK II (Grade 11)
REPORTS TO: CIRCULATION SUPERVISOR/BRANCH SUPERVISOR

BASIC FUNCTION: The position of Circulation Clerk is responsible for performing a variety of basic public service and clerical duties.

NATURE AND SCOPE: This position reports directly to the Circulation Supervisor (main library) or Branch Supervisor, as assigned. The position requires considerable contact with the public. Direct supervision may be minimal. The incumbent assists patrons by performing a variety of functions including but not limited to: circulation of library materials, registration of patrons, placing reserves and answering routine questions. The incumbent may work closely with other staff. The incumbent is guided by rules, procedures and policies of the library system. The incumbent will be assigned to work at the main library or branch locations as needed. The incumbent generally refers matters of policy or important decision-making to the Circulation or Branch Supervisor as appropriate.

PRINCIPAL ACCOUNTABILITIES

Contributes to the overall effectiveness of the circulation department or branch.

Performs all circulation routines and responsibilities efficiently and effectively.

Serves patrons in a courteous and business-like manner.

ESSENTIAL DUTIES OF THE POSITION (Other duties may be assigned as necessary for the efficient operation of the library system.)

Performs circulation desk routines and clerical routines including the following:

Checks in/out materials;

Collects fines;

Answers circulation questions and assists patrons in solving problems and concerns;

Answers routine questions accurately and refers questions requiring in-depth knowledge of resources to reference staff;

Assists patrons in using library equipment, including the photocopier;

Registers patrons in an accurate and timely fashion;

Treats patrons courteously and in a business like manner;

Processes reserves and places holds;

Works efficiently and accurately with library computers;

Packs, unpacks, and routes cargo and materials in transit to and from other library locations;

Performs opening and closing procedures;

Performs processing routines for all types of materials;

Assists with accessioning, repairing, and discarding of all types of materials;

Prepares materials for re-shelving and shelves materials as assigned.

ACCEPTABLE SKILLS, KNOWLEDGE, AND ABILITIES

A basic knowledge of circulation and registration routines; general knowledge of standard reference resources; ability to interact pleasantly and patiently with the public of all ages; ability to learn and apply correctly library routines, rules, procedures and policies; ability to learn computerized routines, familiarity with computers and keyboard; ability to maintain a neat, clean appearance in keeping with the established dress code; ability to communicate well with patrons and to deal with difficult situations effectively; ability to do physical work such as moving full book carts, lifting, and reaching while standing at a public desk for 4 to 8.5 hours; ability to communicate well orally and in writing; ability to work effectively with other staff.

REQUIREMENTS AND QUALIFICATIONS

High school diploma or its equivalent required. The ability to type and alphabetize, and basic math skills required. Demonstrated customer service skills and a commitment to excellent public service required. Must be able to meet the flexible scheduling requirements of the library. Ability to perform the major functions of the position required. Regular attendance is required. Possession of a valid driver's license is required.