

Position Overview

The Circulation Clerk greets patrons warmly, directs questions to the proper department, and serves library users by checking library materials in and out and performing various circulation functions.

Essential Job Functions

- Performs circulation duties including checking library materials in and out, collecting fines, maintaining patron records, issuing and updating library cards.
- Acts as library receptionist, greeting patrons and service workers and directing them to appropriate staff, as well as answering phones and directing calls to proper department/personnel.
- Performs opening tasks at Circulation Desk, including but not limited to, processing opening book drop, daily interloan pull list, expired holds and materials contained within RCLS delivery. Printing and processing daily reports, preparation of daily fine collection and cash drawer. Preparing daily attendance and program notice board.
- Performs closing tasks at Circulation Desk, including but not limited to, preparing cash drawer, evening announcements, setting night lights/switchboard, assisting with securing building.
- Registers patrons for library programs.
- Receives and records newspaper deliveries and assists with postal and/or other delivery services.
- Sends fax documents for public.
- Assesses the condition of library materials and directs items to appropriate department for repair.
- Enforces the policies and procedures of the library.
- Adherence to the Customer Service Policy and demonstration of its principles.
- Supports the library's sustainability initiatives as outlined in the Sustainability Policy
- Any other responsibilities as required by the department supervisor or Director.

Requirements

- Associates degree and/or equivalent combination of experience and training
- Experience in library technologies including relevant ILS
- Strong computer and customer service skills
- Ability to adapt to changing software, technologies and processes
- Ability to do physical work such as standing, bending, reaching, lifting (up to 30 lbs.) and pushing full book carts

Other Skills/Abilities

- Ability to express oneself clearly and concisely both orally and in writing
- Excellent organization skills and ability to multi-task
- Ability to relate well to a varied public library clientele and maintain effective working relationships with other staff
- Good professional judgment

This job description is not intended to be all-inclusive. You may be asked to perform other duties as required to meet the ongoing needs of the Library. I have read and understand the terms of this job description.

Signature

Date