

Job Description

Title: **Circulation Clerk**

Dept: **Janett and Larry Crain Memorial Library**

Reports to: **Branch Manager**

Effective Date: 2025

General Position Summary:

Circulation Clerks are usually the first point of contact in Libraries. As customer service representatives, they provide basic information about Library materials, programs and services. Perform circulation functions and basic clerical activities in support of all library services. Answer and direct phone calls from public. Provides basic reference functions. Performs desk time requiring dealing with a diverse public, responds to questions, gives directions; maintains cash register, and shelves materials.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Check-in and check-out library materials to patrons.
2. Provide information to patrons and collect fines for overdue books and materials.
3. Assist patrons in locating materials at the assigned branch and within Library.
4. Process patron holds and shelve library materials.
5. Answer phones and provide requested information or direct calls to appropriate source.
6. Register and orient new patrons.
7. Maintains and processes serials.
8. Resolve problems regarding patron's circulation record.
9. Provides basic reference service.

Secondary Duties:

1. Other related duties as assigned.

Communication:

Contacts are normally made with Library employees and patrons. Contacts are frequently initiated by a third party, frequently are made on the incumbent's own initiative and regularly are made at the supervisor's request. The position has a requirement to interact with customers frequently and communications occasionally contain discussion about confidential/sensitive matters.

Initiative:

The position operates from established and well-known procedures (on a general basis). The position is responsible for solving problems with own workflow and procedures. The job involves a moderate degree of complexity. The position operates independently with minimal supervision and recurring work situations are experienced with occasional variations from the mini. Decisions are made within specific organizational, policy constraints/guidelines.

Accountability:

The position encounters frequent interruptions and maximum flexibility is required. The incumbent foresees issues associated with own work and identifies future needs for supplies, equipment and resources. The position makes decisions that have impact within own work unit. The incumbent's work is occasionally monitored.

Leadership:

This position is responsible for role modeling and promoting organizational values within work unit or department and as a representative of the organization to the public/patrons.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

High School diploma or GED equivalent preferred.
Some work experience, preferable in a library system.

Necessary Knowledge, Ability and Skills:

- Working knowledge of Library circulation system, procedures, and policies specific to the assigned branch.
- Considerable knowledge of customer service techniques in a wide variety of situations with a diverse patron population.
- Working knowledge of services, programs and materials available within Library.

Ability to:

- Resolve patron complaints and handle difficult situations involving patrons at the assigned branch.
- Read, speak, write and understand the English language.
- Manage several projects at once and adapt to changing needs.
- Develop and maintain positive relationships with staff and patrons.
- Clearly and succinctly, communicate ideas and thoughts both verbally and in writing.
- Communicate effectively with a diverse population.

Skill in:

- The use of computer software and hardware as well as e-mail and the Internet.
- Listening to, understanding and interpreting information received for employees and patrons.
- Assessing situations/problems and logically finding solutions.
- Using a wide range of office equipment.

PHYSICAL DEMANDS

The position requires continuous standing, keyboarding, talking, reaching, handling, grasping, hearing, and repetitive motions of hands/wrists. It also requires close and distance vision and the ability to adjust focus. The position is required to push and pull 100 pound carts and lift boxes weighing up to 40 pounds.

WORK ENVIRONMENT

Work is performed in a library environment. Heavy lifting, constant standing, extensive close work (eyestrain) and extensive PC monitor work are required. Works varied schedule including evenings and weekends. There may be some exposure to angry or hostile individuals.

Approval: _____
Branch Manager

Library Director

Employee: _____ Date: _____