

Mount Horeb Public Library
POSITION DESCRIPTION

Position Title: Circulation Clerk
Job Classification: Library Aide II (Pay Range 2)
Reports To: Circulation Supervisor
Date Last Updated: October 28, 2021
Hours/Benefits: Part-time non-exempt (10 to 15 hours per week); no benefits

Job Purpose: The Circulation Clerk meets the needs of the patrons by providing essential, frontline customer service in a patient, effective and friendly manner.

1. Meet the needs of the patrons as they enter the library or call the library.

- a. Maintain strict customer confidentiality, privacy and freedom of information as outlined in library policy and American Library Association (ALA) recommendations.
- b. Greet patrons in a friendly manner and determine their needs.
- c. Answer phones in a friendly manner and assist the caller or triage their needs and forward the caller to the appropriate staff person.
- d. Accurately process fines and other patron fees by following the cash management procedures.
- e. Keep circulation desk neat, tidy and efficient to use.
- f. Assist with general library maintenance (i.e. notice trash/wrappers in shelving units; carvings in furniture; or other general misuse of library property.)
- g. May provide a variety of clerical services such as filing library applications, mending, cleaning DVDs/CDs, etc.
- h. Open and close the library in a timely and efficient manner.

2. Support the overall quality of the library's circulation efforts.

- a. Performs circulation desk procedures, such as checking in and checking out materials, and registering customers according to system guidelines and/or in-house procedures.
- b. Process red boxes, drop boxes, holds, and returns in a timely and efficient manner.
- c. Monitor items – books, cases, labels and stickers - to ensure they are in good condition before reshelving, and damaged items are identified and processed appropriately.
- d. Locate items and process the Pick List in an efficient and timely manner.
- e. Assist with collection maintenance by alerting appropriate staff to spine label inconsistencies, drawings, torn covers or pages and other types of damage to materials.

3. Collaborate with other staff members to ensure patrons are satisfied with the Library.

- a. Answer general operational and circulation-related questions. Refer all reference and tech services questions to the Help Desk Librarian on duty.
- b. Refer protests and appeals of library materials to the Circulation Supervisor and/or Library Director.
- c. Seek out other staff when you are unable to assist a patron.
- d. Refer protests and appeals of library materials to the Circulation Supervisor and/or Library Director.
- e. Ensure a seamless, informed transition when starting and ending the shift, including communicating with other staff at the beginning of the shift and utilizing resources, such as communication log.
- f. Assist patrons with office equipment when Help Desk is unavailable.
- g. Assist shelvers with shelving.

4. Other duties as assigned.

Minimum Knowledge, Skills, and Abilities:

- General computer and software skills
- General math and reading skills
- Ability to alphabetize and put items in numerical order
- Ability to learn Dewey Decimal System
- Good listening and verbal communication skills; ability to adjust communication style appropriately to meet the needs of the patron
- Good organizational and time management skills
- Good attention to detail
- Good problem-solving skills
- Good face-to-face and over-the-phone customer service skills
- Strong desire and ability to serve the public
- Ability to pass a background check
- Ability to handle cash effectively
- Ability to work nights and weekends on a regular basis
- Ability to plan and coordinately work independently balancing multiple work demands in a public-facing environment
- Ability to exhibit integrity in work product and in interactions with clients and other staff
- Ability to maintain confidentiality
- Ability to work cooperatively as part of a team
- Ability to hold one's self accountable for actions, successes, and failures
- Ability to be flexible in the work environment and willing and able to adapt to changing organizational or patron needs

Physical Requirements: Primarily active work, exerting up to 50 lbs. of force occasionally; operates a computer, telephone, cash registers, push cart, paper cutter, calculator, writing instruments.

Physical Demands: Usually standing, walking, lifting carrying and pushing, typing, talking-speaking clearly, hearing-conversation, and seeing-near; sometimes sitting, occasional stooping, crouching, and kneeling.

Work/Environment: Moderate noise level consistent with an office environment. Some dirt, dust, and damaged library materials.

Personal/Physiological: Interaction with people, working around people, holding oneself accountable for following policy, meeting deadlines and finishing work, planning of activities, intra-organizational and patron communication.

Acknowledgement:

I understand the purpose of this document is to describe the general nature and accountabilities required from an employee in this job. I understand it is not intended to serve as an inclusive list of all responsibilities, skills, or other requirements associated with this position. Lastly, I understand this job description will be used to provide training and manage my performance.

Employee Name (printed): _____ **Date:** _____

Employee Signature: _____ **Date:** _____