

Purpose and Scope

Clerk, Circulation Services Assistant: Under the supervision of the Library Director and the Circulation Supervisor – provides essential, frontline customer service by performing key Circulation Desk operations, a variety of clerical tasks and other work as required.

Essential Functions [specific to this position]

1. Responsible for maintaining strict customer confidentiality, privacy and freedom of information as according to library policy and ALA recommendation.
2. Responsible for maintaining an approachable, welcoming and professional demeanor when interacting with the public.
3. Performs circulation desk procedures, such as checking in and checking out materials, and registering customers according to system guidelines and/or in house procedures.
4. Handles the payment of fines or lost books monies according to system guidelines and/or in house procedures.
5. Answers directional questions and effectively refers non-directional questions (i.e. location of materials, availability of titles, etc.) to the Reference Librarian on duty.

Other Duties/Examples of Work

6. Responsible for operating and maintaining a smoothly run, neat and orderly Circulation Desk according to in house protocols (i.e. making sure forms are printed and in stock, cleaning circulation desk daily, etc.)
7. Responsible for locating items and processing the Pick List in an efficient and timely manner.
8. Responsible for handing off the processing of Outerlibrary Loan Items to Reference Librarian in an efficient and timely manner as soon as Outerlibrary Loans are returned to Circulation Desk.
9. If Help Desk Librarian is occupied, may assist customers with mechanical operations of library equipment (i.e. help with the photocopier and fax machine).
10. Refers protests and appeals of library materials to the Circulation Supervisor and/or Library Director.
11. Helps maintain displays by replacing display collections with recently returned materials.
12. Assists with collection maintenance by alerting appropriate staff to spine label inconsistencies, drawings, torn covers or pages and other types of damage to materials.

13. Assists with general library maintenance (i.e. notices trash/wrappers in shelving units; carvings in furniture; or other general misuse of library property.)
14. May provide a variety of clerical services (i.e. "clerk work") such as filing library card applications, maintaining career pamphlet collection, mending, cleaning DVDs/CDs, or other duties as assigned.
15. May assist with various projects as assigned (i.e. technical processing, maintenance of Busy Boxes, filing, sorting mail, and other tasks as assigned.)
16. Responsible for the timely and efficient opening and closing of the library.
17. Responsible for checking public restrooms for adequate supplies and/or any "accidents" and report to the appropriate personnel.

Knowledge and Abilities

1. Working knowledge of library methods and procedures: confidentiality and privacy protocols (i.e. Dewey decimal system; SCLS system).
2. Ability to communicate effectively with staff and public in person or on the telephone.
3. Ability to follow detailed directions.
4. Ability to operate library business machines properly.
5. Ability to work independently, organize and prioritize work, respond to varied/changing work demands.
6. Keyboarding and filing ability.
7. Working knowledge of English grammar and spelling.
8. Willingness to maintain skills in above-mentioned areas through active participation in appropriate continuing education workshops and other library skills learning experiences.

Physical Demands of the Position

1. Standing for long periods of time, up to five hours.
2. Sitting, walking, climbing, stooping.
3. Bending, twisting and reaching.
4. Talking and hearing; use of telephone.
5. Far vision at 20 feet or farther; near vision at 20 inches or less.
6. Lifting and carrying (50 pounds or less).
7. Handling (i.e. processing, picking up and shelving books and other library materials).
8. Pushing and pulling (objects weighing 50 to 80 pounds on wheels).
9. Fingering (typing, writing, filing, sorting, and processing).
10. Ability to move around the library and to travel to meetings/continuing education outside the library.

Required Skills

1. Communication skills (effectively communicate ideas and information both in written and oral forms and in Standard English).
2. Reading ability (effectively read and understand information contained in memoranda, reports, and bulletins).
3. Ability to comprehend and follow instructions from the Circulation Supervisor, verbally and in written form.
4. Mathematical ability (calculate basic arithmetic problems [addition, subtraction, multiplication, and division] without aid of a calculator).
5. Time Management (set priorities and follow through to meet assignment deadlines).

Environmental/Working Conditions

1. Inside work environment.
2. Evening and Weekend Hours.
3. 10– 15 hours per week, one Saturday per month, one mandatory staff meeting per month beginning at 8 am.

Equipment/Software Used

Equipment: PCs, printers, typewriter, printer, calculator, copy machine, fax machine, telephone, iPads, microfilm reader-printer, audio-video equipment, speaker, camera, multi-line phone.

Software: LINK system, Microsoft Word, Internet Explorer, Firefox, Google Chrome, etc.

Education and Experience

1. High School diploma or GED.
2. Keyboarding and general office experience.
3. Some previous library experience.