
Department: Circulation Services
Location: All Library Branches
Pay Grade: Minimum Wage +
Last Revised: September 24, 2018
Last Reviewed: May 18, 2022

Overview

The Circulation Clerk is responsible for performing various circulation desk duties. The Circulation Clerk reports directly to the Branch Manager or Library Supervisor.

Essential Functions and Duties

- Perform opening and closing procedures for the library.
- Provide prompt, courteous, and friendly service to all library visitors, whether in person, by telephone, or other methods of communication.
- Register new patrons and renew current patrons on the automation system.
- Check materials in and out on the automation system (or manually if necessary).
- Read alerts and messages on the automation system.
- Send and receive faxes.
- Make copies or prints.
- Collect various monies for faxes, copies, prints, fines, Friends of the Library book sales, and other fees.
- Read, sort, and shelve library materials.
- Weed, withdraw, and process library materials as directed by a supervisor.
- Place holds on library materials to fulfill patron requests.
- Prepare new materials requests and Inter-Library Loan (ILL) requests.
- Answer questions about public access computers and notify a supervisor about problems with equipment or patron violations of usage policy.
- Assist patrons with computer programs and databases.
- Answer reference questions, including directing questions to other staff members or agencies as needed.
- Maintain neat and orderly work areas.
- Take reservations for meeting rooms.
- Help conduct surveys and complete reports as needed.
- Help set up and take down tables/chairs, displays, etc., for meetings and library programs.

- Take appropriate action, as necessary in event of emergency conditions.
- Participate in ongoing training opportunities.
- Participate in the provision of library programs.
- Assist in the creation and installation of library displays.
- Know and uphold library policies.
- Work flexible shifts as needed, including Saturdays and evenings
- Perform all other task as assigned by the Supervisor/Manager or Library Director.

Qualifications

Education and Experience

- High School Diploma or a General Education Diploma (GED) certificate is required.
- Must possess functioning knowledge of basic Windows software, Microsoft Word, and be able to learn and use a variety of library software programs.
- Must become knowledgeable of Library resources and services.

Skills

- Ability to relate to a variety of people and communicate both verbally and in writing with all age groups.
- Ability to adapt to difficult situations.
- Ability to respond in an effective manner to the concerns of library patrons.
- Ability to organize work for efficient use of time.
- Ability to present a positive professional appearance, including appropriate dress.
- Ability to understand and interpret library policies, procedures, and rules.
- Ability to deal with associates and the public in a courteous manner.
- Ability to promote the Library and its programs and services.
- Ability to shelve materials following the Dewey Decimal System.
- Ability to learn use of computers, basic knowledge of technology.

Physical, Mental and Environmental Requirements

Position requires light work with the ability to lift up to 20 pounds. Climbing, pulling, kneeling, stooping, crouching, standing, reaching, hearing, pushing, walking, balancing, lifting, talking, typing, and repetitive motion is required on a regular basis. Visual and aural perception must be sufficient to operate a variety of office equipment and to communicate effectively with members of the staff and public. Must be functionally literate in written and spoken English and be able to follow written and oral instructions. Position requires exposure to inside environmental conditions.

This job description is not the complete statement of every task and responsibility that is required of this position. It contains the major duties performed by an individual and may require assistance with other tasks, as necessary.