

Holly Township Library

Circulation Clerk

Job Description

Position Definition

A Circulation Clerk will perform varied clerical duties while delivering library service to patrons. This includes issuing of library cards, circulation of books, periodicals, materials, and related collection items; assisting patrons with public computers and facilitates patron use of electronic resources. Work is done under the immediate supervision of the Director.

Duties as follows:

- Greets visitors to library and deliver exceptional customer service to all patrons.
- Successfully operates the library's ILS and performs the full range of circulation desk procedures.
- Assists library patrons in use of materials; responds to requests for information and assistance, or refers inquiries to a professional librarian.
- Assists with the interlibrary loan process as instructed.
- Answers telephones and provides routine information; refers and transfers calls.
- Charges and discharges library books, and materials; inspects returned books, materials and equipment for damage.
- Follows prescribed routine in receiving compensation for overdue, damaged or lost library items.
- Shelves books and periodicals.
- Assists persons in applying for library membership; processes membership applications; maintains confidentiality in regards to patron information and transactions.
- Prepares materials to promote use of the library.
- Prepares statistical reports as instructed.
- Monitors the library periodically during a work shift to insure cleanliness and safety for staff and patrons.
- Reserves books and materials.
- Prepares books and materials, and repairs minor damage to books, materials and equipment as instructed.
- Performs special duties as assigned, including programming and basic reference,
- Relieves other employees as directed by supervisor, including responsibility for unit in the temporary absence of a professional librarian.
- Operates a variety of standard office and library machines.
- Performs related tasks as assigned.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility.

Required Knowledge, Skills and Abilities

- Bachelor's Degree is desired.
- Experience in customer service.
- Experience using Microsoft Office products.
- Some skill in typing and the ability to do data entry using a computer terminal.
- Experience navigating in electronic environments.
- Ability to assist public in using personal computers and using electronic products offered by the library locally or state-wide.
- Effectively use office equipment including but not limited to copy machine, cash register, fax machine and printers.
- Effective oral and written communicate skills.
- Ability to respond to routine information requests.
- Ability to add, subtract, multiply and divide all units of measure.
- Ability to understand and follow written and oral instructions.
- Ability to acquire a working knowledge of regulations and procedures pertaining to library responsibilities.
- Ability to function in a professional manner, work independently, be organized, display effective time management skills and use good judgement.
- Ability to establish and maintain effective working relationships with co-workers, patrons.

Personal Attributes:

- Ability to deal with associates and the public in a courteous manner.
- Ability to make decisions of other than a routine nature in order to meet controlling conditions.
- Ability to arrive at each work shift with a neat, professional appearance.

Physical Requirements:

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must be able to perform duties in an office environment subject to continuous interruptions and background noise, under stress of deadlines, public contact and changing priorities. While performing the duties of this job the employee is frequently required to use hands to finger, grasp, handle, feel or operate objects, tools or controls, talk or hear, stand, sit, walk, kneel, stoop, crouch and balance. The employee is occasionally required to climb and file books on shelving ranging from 1-7 feet from the floor. Hand-eye coordination is necessary to operate computers and office equipment. The employee must occasionally lift and or move up to 25 pounds and push carts up to 200 lbs. Specific vision abilities required by this job include close vision, distance vision, color vision,

peripheral vision, depth perceptions and the ability to adjust focus. The employee must be able to attend off-site meetings, trainings and conferences as directed.

NOTE

This job description is not, nor is it intended to be a complete statement of all duties, functions and responsibilities which comprise this position. The Holly Township Library is an equal opportunity employer. Employee policies are available on request.