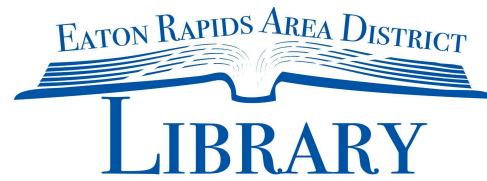


**Position:** Circulation Desk  
**Reports to:** Library Director  
**Supervises:** None  
**Reviewed and Revised:** 10/10/2024

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## **Position Summary:**

The Circulation Clerk plays a vital role in providing excellent customer service to library patrons. This position is responsible for managing daily circulation tasks, including checking materials in and out, assisting patrons with library resources, and maintaining the organization of library materials. The Circulation Clerk is often the first point of contact for patrons and is essential in creating a welcoming and efficient environment.

## **Key Responsibilities:**

- **Circulation Desk Duties:**
  - Check library materials in and out for patrons using the library's automated system.
  - Register new patrons for library cards and manage patron accounts.
  - Collect fines, process payments, and issue receipts.
  - Answer general inquiries regarding library services, policies, and programs.
  - Assist patrons with locating materials within the library, including books, media, and other resources.
- **Customer Service:**
  - Greet patrons warmly and assist with requests in a friendly, professional manner.
  - Address and resolve patron concerns or refer them to appropriate staff as needed.
  - Provide basic assistance with public computers, printing, copying, and other library technologies.
- **Library Material Management:**
  - Shelf returned items accurately and in a timely manner.
  - Assist in maintaining the cleanliness and organization of the library's collections.
  - Help prepare materials for circulation, including covering, labeling, and processing new items.
  - Monitor overdue materials and issue reminders or hold notices.
- **Technology & Support:**
  - Assist patrons with accessing and using online resources, the library catalog, and digital collections.
  - Provide support for patron technology needs, including public computers and printing services.

- **Administrative Support:**
  - Assist with opening and closing procedures, ensuring the library is ready for operation.
  - Perform light clerical duties such as answering phones, filing, and processing mail.
- **Programming Support:**
  - Assist with special library programs or events as needed, including setting up for programs or guiding patrons.
- **Various Duties As Assigned**

### **Qualifications:**

- High school diploma or equivalent required.
- Prior customer service or library experience preferred.
- Basic knowledge of computer systems and familiarity with library software (or willingness to learn).
- Excellent communication and interpersonal skills.
- Ability to multitask, stay organized, and work independently in a busy environment.
- Strong attention to detail with the ability to maintain accuracy in a fast-paced setting.

### **Physical Requirements:**

- Ability to stand, sit, and walk for extended periods.
- Must be able to lift, carry, and move library materials (up to 25 lbs).
- Ability to reach, bend, and stoop to shelve and retrieve library items.

### **Work Schedule:**

- Part-time, 25 hours per week, including regularly scheduled evenings and weekends.

### **Salary/Benefits:**

- Hourly wage starting at \$12.00.
- Pro-rated paid time off and some paid holidays.

**To Apply:** Fill out an application provided on our website at [eradl.org/job-opening](http://eradl.org/job-opening). The position is open until filled. For questions about the job and application, please don't hesitate to contact the Library Director, Bryonna Barton, at [bbarton@eradl.org](mailto:bbarton@eradl.org) or the phone number provided above. We're here to assist you throughout the process. Thank you!