

**Job Title: Circulation Clerk, Edward U. Demmer Memorial Library**

**Reports to: Library Director**

**Days/Hours: Flexible schedule up to 19 hours per week, including weekday evenings and rotating Saturdays**

**Benefits: None**

**Salary: \$12.00-14.00/hour**

**KEY ABILITIES:**

Strong customer service skills and ability to relate to all age levels and reading and technology abilities. When dealing with community members, ability to maintain confidentiality, and work in a fast-paced, sometimes pressured environment at a busy circulation desk. Familiarity with keyboarding and basic computer skills, and ability to quickly learn moderately complex computer operational databases.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Performs circulation desk procedures, such as checking materials in and out, placing holds, collecting fines, processing interlibrary loan requests and materials, issuing and renewing library cards, via use of a computer database.
2. Assists patrons in finding information, whether in-library or community resources or refers patrons to the appropriate staff member as needed
3. Assists patrons in using library equipment such as photocopier, fax, scanner, internet computers, microfilm reader, etc.
4. Assists patrons with personal technology devices.
5. Assists with library programs and displays as needed.
6. Performs light housekeeping.
7. Works some evenings and Saturdays, including opening/closing library procedures, per a pre-arranged schedule.
8. Cross-training in magazine processing and patron registration verification, processing new acquisitions, maintaining records in the integrated library system database, and reviewing and maintaining patron records.
9. Performs other related work (other duties as assigned).

**KNOWLEDGE, SKILLS, AND ABILITIES**

1. Written and spoken command of the English language; working knowledge of English grammar and spelling.
2. Ability to learn pertinent computer programs or software and to effectively use them to perform assigned duties.
3. Ability to effectively present information and respond to questions from patrons.
4. Ability to maintain confidentiality of library patron information.
5. Ability to follow detailed directions.
6. Ability to operate library business machines properly.
7. Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
8. Ability to understand and perform assigned library procedures.

9. Good interpersonal skills and the ability to maintain and foster cooperative and courteous working relationship with the public, peers, and supervisors.

#### **PHYSICAL REQUIREMENTS**

1. Bending/twisting and reaching.
2. Far vision at 20 feet or further; near vision at 20 inches or less.
3. Fingering: keyboarding, writing filing, sorting, shelving, and processing.
4. Handling: processing, picking up and shelving books.
5. Occasional lifting and carrying: 50 pounds or less.
6. Pushing and pulling objects weighing 300-400 pounds on wheels.
7. Sitting, standing, walking, climbing, stooping, kneeling, and crouching.
8. Talking and hearing, use of the telephone.

#### **SUPERVISORY RESPONSIBILITIES**

1. This job has no supervisory responsibilities.

#### **EDUCATION AND EXPERIENCE**

1. High school diploma or equivalent.
2. Six months keyboarding and general office experience or training.
3. Familiarity with computer operation systems and databases.
4. Some previous library experience is preferred.

#### **LANGUAGE/COMMUNICATION SKILLS**

1. Ability to read and comprehend simple instructions, short correspondence, and memos.
2. Ability to write simple correspondence.
3. Ability to effectively present information in one-on-one and small group situations to patrons and other employees.
4. Ability to utilize email as a communication tool.

#### **EQUIPMENT USED**

Library database, word processing, spreadsheet, and internet browser and web forms on computer and laptop. Business equipment including photocopier, fax machine, scanner, telephone, calculator. Library equipment including book cart, shelving tools.

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

None required.

#### **ENVIRONMENTAL/WORKING CONDITIONS**

1. Scheduled work hours may vary each week and will include one evening per week and one Saturday every six weeks.
2. Inside work environment. Air conditioned.