

Job Description

Dr. Samuel L. Bossard Memorial Library Gallia County District Library

Position: Circulation Clerk
Position Type: Non-Exempt
Immediate Supervisor: Circulation Manager

General Summary

The Circulation Clerk greets and directs library patrons, uses a computer to compile patron records, charges and discharges library materials in accordance with established library policies and procedures while being responsive to customer needs in a consistent, friendly and professional manner.

Essential Duties and Responsibilities

- Performs opening and closing procedures.
- Possesses a working knowledge of all aspects of the library's automation system that pertains to the circulation department
- Issues, receives, renews and places reserves on library materials to patrons while maintaining confidentiality of all customer records and transactions
- Registers patrons for library cards, issues and renews cards.
- Creates and updates patron records
- Provides pleasant, accurate, and efficient service to patrons
- Deals with patron complaints and problems in a patient and decisive manner.
- Conducts extensive search in library stacks for overdue or "claimed returned" items
- Sorts and shelves library materials
- Answers incoming calls, handles patron requests or problems and/or directs calls to correct extensions; uses public address system
- Prints and mails overdue notices and bills to patrons
- Processes Interlibrary loan requests
- Assists library patrons in locating materials or refers them to appropriate department for assistance
- Operates and maintains general operation of department equipment including (but not limited to) the following: computer, cash register, calculator, postal scale and meter, fax machine, copier, and printer
- Schedules meetings for the library meeting rooms and keeps accurate records in the meeting room log.
- Monitors work of library pages and ensuring pages stay "on task"
- Cooperates with Department Manager to resolve customer complaints in a pleasant, timely and professional manner.
- Inspects returned books for damage

(see reverse side)

- Actively supports library goals and objectives as adopted by Library Administration and the Library Board of Trustees.
- Receives money from patrons for fines and fees; enters money into cash register, counts register and logs register totals with co-worker
- Attends and participates in library related committees, organizations and workshops as required.
- Keeps Circulation Manager informed of potential customer and staffing problems or concerns.
- Provides a positive attitude and interacts with other employees in a friendly, courteous and respectful manner.
- Reports interpersonal conflicts to Department Manager for a positive resolution.
- Posts attractive signage to inform patrons of changes in library hours and closings.
- Explains library policies to patrons
- Assists with training of new workers when needed
- Assists with library programs when requested
- Maintain library in a neat and orderly fashion
- *Other duties as assigned*

Abilities

- Ability to work independently with little supervision.
- Ability to interact with the public and with co-workers in a consistent, friendly and courteous manner.
- Ability to work a flexible schedule that includes weekday, evening, and weekend hours.
- Must model good work habits for others (i.e. avoids personal phone calls while on duty, is punctual for desk duty).

Physical and Mental Requirements

- Requires sitting, standing, stooping, bending, and lifting/moving books and carts up to 40 pounds.
- Requires the ability to communicate effectively in English, both orally and in writing.
- Requires ability to operate basic business machinery
- Requires the ability to type on computer keyboard and operate barcode wand.
- Requires mental alertness, focus, and attention to details.

Work Environment

- Indoor conditions

Education, Experience, Training, & Qualifications

Education: High school diploma or equivalent

Experience: Demonstrated customer service experience; Strong interest in reading and library services.

Other: Must successfully pass background check.