



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

Position Title: Circulation Clerk

Department: Circulation

Job Classification: Non-Exempt

Immediate Supervisor: Circulation Manager

Position Description:

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.

Minimum Qualifications:

- High school diploma or equivalent.
- Demonstrated customer service experience.
- Strong interest in reading and library services.

Other Requirements:

- Must successfully pass background check.

Essential Functions and Responsibilities:

- 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.
- Receives money from patrons for fines and fees; enters money into cash register, counts register, and logs register totals with co-worker(s).
- Registers patrons for library cards and updates patron records.
- Answers incoming calls, handles patron requests, and/or directs calls to correct extensions; uses public address system.
- Maintains accurate circulation records for mobile hotspots, Launchpads, gym passes, bicycles, and other library materials, as required.
- Activates and de-activates mobile hotspots, according to library policy.
- Makes appropriate phone calls to patrons regarding their material requests and other account information, as necessary and requested.
- Provides pleasant, accurate, and efficient service to patrons.
- Addresses patron concerns in a patient and decisive manner.
- Assists patron with photocopying and faxing services.
- Conducts extensive searches in library stacks for overdue or "claimed returned" items.

- Shelves library materials according to library procedure, shelf reads, and straightens shelves.
- Performs general office duties for the Circulation Department including, but not limited to, filing, photocopying, and stocking supplies.
- Provides explanation of library policies to patrons.
- Provides a positive attitude and interacts with the public and staff in a friendly, courteous, and respectful manner.
- Prints and mails overdue and hold notices to patrons.
- Assists library patrons in locating materials or refers them to appropriate department for assistance.
- Assists patrons in obtaining materials not found in the library's collection by searching computerized databases and initiating direct loan requests, interlibrary loan requests, or requests for purchase.
- Operates department equipment including, but not limited to, the following: computer, cash register, credit card reader, calculator, postal scale and meter, fax machine, copier, and printer.
- Schedules meetings for the library's meeting rooms and keeps accurate records in the meeting room log.
- Monitors work of library pages and ensuring pages stay "on task."
- Cooperates with Circulation Manager to resolve customer complaints in a pleasant, timely, and professional manner.
- Inspects returned books and other library materials for damage; cleans returned materials when necessary; charges mobile hotspots and Launchpads, as needed.
- Counts game pieces of returned board/card games, keeping accurate inventory.
- Charges patron accounts for damaged and/or unreturned materials or items, according to library policy.
- Actively supports library goals and objectives as adopted by Library Administration and the Library Board of Trustees.
- Demonstrates strong interpersonal skills in meeting with patrons, staff, and the community.
- Demonstrates continuous effort to improve operations, decrease turnaround times, and work cooperatively and jointly (within department and with other library departments) to provide quality customer service.
- Maintains work area in a neat and orderly fashion, with a focus on safety.
- Assists in maintaining order and currency of library's new release displays through straightening and shelving older materials as per library procedure.
- Actively and positively promotes library services, programs, and materials to the public and staff.
- Attends staff training workshops and department meetings, as required and/or requested.
- Assists the Circulation Manager in maintaining department records and adheres to the library's Records Retention Policy.
- Conveys a non-judgmental attitude toward patrons and their requests.
- Upholds patron confidentiality laws, using appropriate discretion and good judgement.
- Consistently presents Bossard Memorial Library and its services in a positive manner and adheres to customer service guidelines and procedures as established by the library.
- Complies with the established rules of operation, procedures, and policies when using library computers, peripheral hardware, and software.
- Reports concerns to the Circulation Manager (follows proper chain of command).

- Must model good work habits for others (i.e., punctual; limits personal phone calls).
- Reports interpersonal conflicts to Circulation Manager for a positive resolution.
- Posts attractive signage to inform patrons of changes in library hours and closings.
- Performs opening and closing procedures.
- Assists in other library departments, as needed.
- Assists with library-sponsored events, when requested.
- Assists with training of new employees, when requested.
- Performs all duties of the Library Page/Shelver.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities:

- Knowledge of the Dewey Decimal System.
- Ability to work independently with minimal supervision.
- Ability and willingness to understand and efficiently carry out oral and written instructions, and follow through on numerous details in an orderly, systematic fashion.
- Must have excellent interpersonal and customer service skills.
- Must enjoy working with people of all ages and demographic types.
- Must follow all library policies, procedures, and guidelines.
- Must be able to type and use a computer.
- Ability to multi-task and to meet deadlines, when applicable.
- Ability to work a flexible schedule that includes weekday, evening, and weekend hours.
- Ability to use a telephone and basic office equipment (i.e., computer, cash register, calculator, fax machine, copier, and printer).

Physical Requirements and Work Environment:

- Requires sitting, standing, stooping, bending, and lifting/moving books, carts, and totes.
- Work requires lifting up to 50 pounds.
- Ability to move/push/pull up to 50 pounds.
- Ability to work at a desk and sit in a chair at a computer while performing office-related tasks.
- Requires the ability to communicate effectively in English, both orally and in writing.
- Must be able to communicate with library patrons in person and by telephone.
- Requires the ability to operate basic office equipment.
- Requires the ability to type on computer keyboard, use a mouse, and operate barcode wand, requiring hand-eye coordination.
- Mainly indoor work environment; outdoor work environment during special library-sponsored events.
- May require sustained posture in a standing or seated position for prolonged periods of time.
- Requires mental alertness, focus, and attention to details.
- Work subject to regular interruptions, and odors associated with working with the public.