

Circulation Clerk

Reports to:	Circulation Manager
Job Classification/Status:	Part-time (20 hours)
Salary:	Set by Library Director

Job Description:

Provides prompt and friendly service to customers of all ages at the circulation desk, assisting them with a variety of tasks relating to their use of library materials and their attendance at library-sponsored programs. Works together with other staff to handle the necessary demands to efficiently maintain the constant flow of items borrowed from and returned to the library. This position requires working scheduled daytime, evening, and Saturday hours.

Responsibilities:

- Performs general desk duties including: answering telephone and directing calls, circulation of library materials using computerized circulation system, inspects and cleans checked in materials, holds processing, processing library card applications, scheduling/confirming meeting room reservations, and other similar responsibilities.
- Under the direction of the circulation manager: maintains the general appearance of the library by straightening the library collection, cleaning and decorating.
- Works with patrons to solve account issues such as overdue materials and collects library fees.
- Promotes library programs and assist staff with programming preparations.
- Provide Reader's Advisory recommendations to patrons.
- Answers directional and procedural questions.
- Shelves items and shelf reads the library collection.
- Operate fax machine, copy machine and other office machines.
- Perform other recurring tasks as assigned.

Basic Skills Requirements:

- Ability to communicate library policies to library customers.
- Ability to alphabetize and place items in correct shelf order and follow the numerically based Dewey Decimal System.
- Ability to learn and apply money collecting and recording procedures.
- Must be able to maintain reliable attendance and punctuality.
- Must be flexible and adapt easily to changing situations and to a varied work schedule.
- Employee will regularly perform general physical labor including lifting books, stocking shelves, and unpacking bags, boxes and totes.

- Must demonstrate confidentiality of customers' personal information and circulating records.
- Must demonstrate objectivity toward and universal treatment of all customers.
- Ability to work cooperatively and collaboratively to achieve results.

Experience and Education Requirements:

- High School degree or higher.
- Proficiency with Windows-based PC's, Microsoft Office products, web searching, email, and related products.
- Customer service experience preferred.
- Ability to learn and use the computerized circulation system.
- Must possess computer and keyboarding skills and be familiar with MS Office Word and web based email systems.

Physical Demands: The physical demands 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.

Individuals may need to sit or stand for extended periods. Movement throughout the facility locating/retrieving materials and assisting users. Manual dexterity to manipulate library materials required. Ability to communicate effectively, both orally and in writing. Reaching above shoulder heights, below the waist, or lifting as required to file documents or store materials throughout the workday. Ability to do repetitive tasks with speed and accuracy. Employee may need to carry, push, pull or lift up to 30 pounds. Proper lifting techniques required. Push and pull fully loaded (50-100 pounds) carts. Visual acuity sufficient to read primarily typed or printed text in a variety of font sizes and styles.

The job description is not a contract between the Library and the employee. The Hardin County Public Library is an at-will employer. The job description duties may be changed at the discretion of the Library Director and/or the Library may request the employee to perform duties that are not listed on the job description.