

## Position Description

## Circulation Clerk

<b>POSITION/TITLE:</b> Circulation Clerk		
<b>DEPARTMENT:</b> Circulation		
<b>REPORTS TO:</b> Database Control & Circulation Manager		
<b>STARTING WAGE:</b> \$10—\$13/hour, commensurate with experience and qualifications	<b>EMPLOYMENT CATEGORY:</b>  Part-Time	<b>WORK HOURS:</b>  Days, Evenings, and Saturdays
<b>POSITION SUMMARY:</b> <ul style="list-style-type: none"> <li>• Works under the direction of the Database Control/Circulation Manager and Library Director</li> <li>• Provides friendly customer service to library patrons of all ages</li> <li>• Uses library computer software to carry out circulation transactions</li> <li>• Works cooperatively with co-workers and other dept. staff to ensure a positive experience</li> </ul>		
<b>MINIMUM QUALIFICATIONS:</b> <ul style="list-style-type: none"> <li>• Education: High School graduate or equivalency required, 1 - 2 years college in a related field preferred.</li> <li>• Excellent customer service skills, able to communicate clearly with library patrons in English</li> <li>• Proficient in typing, computer use and troubleshooting, ability to learn library software</li> <li>• Ability to communicate and work effectively and courteously with all library staff, trustees, Friends, and volunteers</li> <li>• Ability to take direction and follow through with assignments given in a timely fashion</li> </ul>		
<b>RESPONSIBILITIES AND PERFORMANCE STANDARDS:</b> <ul style="list-style-type: none"> <li>• Responsible for being on time and ready to work at scheduled time; may be asked to substitute other shifts</li> <li>• Skilled at handling customers with patience and tact, assisting them in various aspects of library use in a busy, public environment</li> <li>• Skilled at in-person, online and telephone work with patrons and community members</li> <li>• Maintains the confidentiality of patron borrowing and library use, able to use good judgement in all areas</li> <li>• Able to use computer well, assist and troubleshoot patron use of computers</li> <li>• Able to learn all aspects of library software to complete circulation transactions in a timely fashion, and continue to learn in a public service setting</li> <li>• Able to perform detailed database entry accurately, including adding new cards</li> <li>• Responsible for handling monetary transactions accurately and securely with a Square register</li> <li>• Able to effectively shelf all books and materials, and shelf read when required</li> <li>• Responsible for pulling all materials to fill holds/reserves</li> <li>• Responsible to learn and carry out library policies and procedures effectively</li> <li>• Able to bend/reach, lift/carry books and other items to and from library shelves</li> <li>• May assist with dept. tasks as needed, by the DBC Manager and/or Library Director</li> <li>• Attends regular full-staff meetings, and other professional meetings/trainings as appropriate.</li> </ul>		