



## **Alice Baker Memorial Library Position Description Circulation Clerk**

### **POSITION:**

- a. Job Title:** Circulation Clerk
- b. Under Supervision of:** Library Director
- c. Supervises:** N/A
- d. Schedule:** Part-time with up to 20 hours per week including morning, afternoon, evening, and weekend hours. Schedule is subject to change from week to week and the candidate must have maximum flexibility to be able to fill in for absences.
- e. Benefits:** N/A
- f. FLSA Status:** Non-exempt

### **GENERAL POSITION SUMMARY:**

Sort, shelve, issue, and receive library materials such as books, electronic media, magazines, etc. Locate library materials for loan, replace materials in shelving areas, stacks, or files according to identification number and title. Register patrons to permit them to borrow library materials and use computers. Casual business attire required. Performs other related duties as assigned by Library Director. Participates in New Hire training as requested by Library Director. Adheres to the policy and procedures documentation provided in the Employee Handbook.

### **DUTIES AND RESPONSIBILITIES/ESSENTIAL FUNCTIONS:**

- Checks library materials in and out. Renew items or place on hold.
- Empties book drops, check items in, inspect incoming items for damage.
- Help pull patrons' holds (pick list), weed expired holds.
- Explains library card rules to library users, inspects users' identification and issues library cards.
- Creates/manages/maintains patron's records which may contain private/sensitive information.
- Calculates fines, collects library charges from library users.
- Shelves library material and performs shelf reading, (accurately)and organize as needed.
- Answers phones and transfers calls to appropriate staff, also take accurate messages.
- Performs library opening and closing procedures as required.
- Answers library users' questions and explains library circulation policies.
- Explain programs to patrons, hand out prizes & punch cards for drawings.

- Refers library users requiring professional assistance to the appropriate staff person.
- Help patrons fax, copy and scan copies. Provide patron computer assistance.
- Creates ABML cards for patrons.
- Newspaper upkeep and recycling.
- Pick up mail from post office. Sort and route mail.
- Prepares library material and bins for daily outgoing van delivery (Transit).
- Sets up displays and current events to tie transit in.
- List Best Sellers in library.
- Readers' advisory, literature suggestions for patrons.
- Processes incoming material from daily van delivery/phone notifications
- Resolves easy library user problems related to the circulation function.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
- Participate in continue online sessions of Comprehensive Security Training Program.
- Attends staff and department meetings.
- Place promotional material on display/place flyers in the building.
- Assist with programs such as WII Bowling, Bingo, etc.
- Performs other job-related duties as assigned.
- Attend quarterly paid meetings with staff.

**ADDITIONAL KNOWLEDGE, SKILLS AND ABILITIES:**

- Ability to establish and maintain effective working relationships with staff, other agencies, and the general public.
- Ability to work courteously and tactfully with patrons and employees, while adhering to established privacy policies. Avoid idle chatter with customers and peers as well.
- Ability to work a *flexible* schedule that will include days, evenings, and weekends.
- Ability to gain the cooperation of others in sensitive, emotional, or hostile situations.
- Ability to handle money.
- Ability to use a computer and a variety of software programs. (LEAP & POLARIS)
- Ability to meet schedules and timelines.
- Ability to take direction from supervisor.
- Ability to positively and effectively interact with diverse individuals to accomplish a common goal.
- Ability to physically perform the essential job functions.
- Ability to display creativity, accountability, and flexibility in implementing the library mission statement and service goals.
- Ability to keep accurate records and follow through on details.
- Ability to work with numbers accurately and understand verbal and written instructions.
- Ability to assist in maintaining public safety in the library and on library grounds.
- Knowledge of library's policies and procedures.

- Knowledge of proper telephone techniques.
- Excellent oral and written communication skills.
- Excellent customer service skills.
- Excellent interpersonal skills using tact, adhering to privacy policies, patience and courtesy.
- Time management: set priorities in order to meet assignment deadlines.
- Effectively evaluate or make independent decisions based upon experience, knowledge and training.
- Attend quarterly paid meetings with Director.

**SPECIALTY PROGRAMS/ ASSIGNMENTS:**

- Host/plan Cooks & Books, assist in adult programming of these activities.
- Assist in ILL book transfers from other libraries.
- Oversees adult DIY crafts, start to finish.
- Filing for Director.
- Bulletin Board postings and displays.
- Pull books that need series labeling and enter into the computer to pass onto processing.
- Participate in LibraryAware committee and create events/webinar posters.
- Participates in Purple Springs Memory Café.
- Prepare withdrawn items for book sales once removed from catalog.
- Process “new” & “new to ABML” items.
- Monitor processing supplies.
- Monitor New release dates & release on appropriate dates.
- Repair damaged books.
- Make labels for relabeling of series.
- Shredding private information.
- Cleaning DVD’s.
- Process Magazines.

**QUALIFICATIONS AND REQUIREMENTS:**

- High school diploma or GED is required.
- Keyboarding and general office experience.
- Knowledge of standard office software (Microsoft Windows, Office, Outlook, etc.)
- Knowledge of Dewey Decimal system and/or library experience preferred.
- All applicants subject to a background check. Employment is contingent on passing the assessment.

**PERSONAL ATTRIBUTES:** The candidate must have a high standard of customer service, be friendly and cooperative, open-minded, enthusiastic, and strive to provide excellent customer service to patrons and staff.

**PHYSICAL DEMANDS/WORKING CONDITIONS:**

- The physical demands described here are representatives 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.
- While performing the duties of this job, this position is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; push; pull; carry; climb; stoop; bend; stretch; kneel; talk and hear.
- Must occasionally lift or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.
- Regularly required to work in front of a personal computer and operate a telephone.
- Work is performed inside a typical interior/office work environment.
- Work environment involves minimal exposure to physical risks, such as operating dangerous equipment or working with chemicals.

\_\_\_\_\_  
ABML Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
ABML Director

\_\_\_\_\_  
Date