

CIRCULATION DESK CLERK

Job Summary

Under supervision of the library director, the circulation desk clerk's primary responsibility is to assist patrons when checking out and returning items, checking in delivery bins and filling and placing holds.

Duties and Responsibilities

1. Charge and discharge library materials.
2. Reserve items for patrons.
3. Locate and process materials requested by other libraries.
4. Process materials received from other libraries.
5. Collect fines & make accurate change for overdue materials.
6. Check in and file newspapers and magazines.
7. See to outgoing mail and photocopying.
8. Record daily statistics.
9. Answer routine location and simple reference questions. Direct reference questions to the appropriate staff person as necessary.
10. Answer telephone politely and appropriately, transferring calls as needed.
11. Oversee volunteers assigned to circulation tasks.
12. Prepare inter-library loan requests.
13. Keep desk stocked with supplies, including bookmarks, brochures, scrap paper, etc.
14. Accurately arrange returned books on shelving carts.
15. Assist with inventory of library equipment.
16. Assist with other assignments necessary for the proper operation of the library.

Qualifications and Requirements

1. Must possess a high school diploma or GED.
2. Must possess a proficient, working knowledge of computers.
3. Ability to learn the Dewey Decimal system, automated circulation system and library's circulation policies and procedures.
4. Ability to follow written and oral instructions.
5. Ability to create a courteous first impression of the library.
6. Ability to establish good patron rapport.
7. Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously. Ability to multitask.
8. Basic knowledge of literature and literary trends.

Physical Demands

1. Be able to stand for extended periods of time.
2. Be able to manipulate a computer keyboard with accuracy and reasonable speed.
3. Be able to carry a stack of books weighing up to 15 pounds.
4. Be able to read title on shelves and print on computer screen.
5. Be able to manipulate book drop or book truck weighing up to 300 pounds.

Work Environment

While the responsibilities of the circulation clerk will have them working in all areas of the library, the vast majority of the time will be spent at the circulation desk assisting patrons.