

Circulation Clerk

Date Prepared: May 2018

Reports to: Director (Coshocton) Branch Manager (West Lafayette)

Basic Function: Serves the public at the Circulation Desk scheduled and performs related tasks as required.

Subordinates: none

Level: 104

Status: Non-exempt

Nature and Scope: Serves the public at the Circulation Desk scheduled and has knowledge of the library's online catalog, the Ohio Digital Library, the Internet and email, as well as other library technologies. The Library Circulation Clerk is expected to have a broad knowledge of the services and programs available at the library. Although more experienced professional and paraprofessional staff are available for assistance with difficult problems or situations, the Circulation Clerk is expected to solve circulation-related problems independently.

Principal Accountabilities: Performs all circulation tasks and responsibilities efficiently and effectively, always treating library patrons and co-workers with courtesy and respect. Accurately answers directional questions, as well as basic inquiries about library operations, services, and programs.

Essential Duties of the Position

- Circulates library materials, checking in and checking out
- Answers the telephone, correctly directs calls, and contacts patrons regarding holds
- Searches shelves for "claims returned" materials
- Assists patrons with copy machine services
- Operates cash register
- Registers patrons for library cards
- Runs necessary reports for patron services
- Answers basic reference inquiries and/or refers them to another qualified staff member
- Refills book displays as needed
- Performs miscellaneous tasks as requested
- Collects items from the book and media drop boxes
- Unlocks the building for patrons when the library opens and at closing at the West Lafayette Branch

- Works at the West Lafayette Branch and Bookmobile as scheduled
- Attends scheduled staff meetings

Acceptable Skills, Knowledge, and Abilities

- Knowledge of basic library materials, routines, and practices, including but not limited to circulation and registration
- Ability to work with the public of all ages, always with courtesy and respect
- Ability to work well under stress and under pressure
- Ability to use a computer keyboard, the online public catalog, the integrated library system software, and the Ohio Digital Library
- Ability to work well with other library staff
- Neat appearance appropriate for work with the public
- Ability to work with limited supervision
- Ability to use good judgement
- Ability to communicate effectively with other staff in a courteous and respectful manner
- Ability to organize
- Ability to learn library routines, rules, procedures, and policies and apply them, always with a solution-driven and helpful attitude
- Ability to lift 30 pounds
- Completion of high school or GED; communication skills training and other training that provides the required knowledge, skills, and abilities will be considered; some college or training beyond high school is preferred, but not required.