

FAIRVIEW HEIGHTS PUBLIC LIBRARY

JOB DESCRIPTION

POSITION	CIRCULATION CLERK
STATUS	Part Time
CLASSIFICATION	Local 148
REPORTS DIRECTLY TO	Head of Circulation, also takes direction from the Library Director

SUMMARY OF POSITION

Performs a variety of technical and clerical duties related to circulating and processing library materials. The second major responsibility is aiding the public with using the library and its facilities and services.

ESSENTIAL JOB DUTIES

- Checks library materials in and out using automated circulation system.
- Calculates and collects fees and fines, reconciles cash drawer with daily receipts.
- Monitor library security, safety and health conditions and enforce library rules.
- Set up seasonal and timely displays.
- Order items for patrons using interlibrary loan.
- Responsible for opening and closing the library following established procedures.
- Provide computer assistance for patrons, including troubleshooting computer equipment and software.
- Assist patrons with standard office equipment made available to the public.
- Assist in locating information and materials using paper or electronic sources.
- Provide reader's advisory service to patrons.
- Shelf items as required.
- Answer phones and refer calls in a courteous manner.
- Performs routine collection maintenance and processing.
- Answers directional, policy and procedural questions, refer inquiries or problems as needed.
- Prepare statistical reports as needed.
- Perform other tasks as assigned including work in other areas such as children's or processing.

BASIC JOB QUALIFICATIONS

- Must have a fluency with computers to successfully operate automated library software as well as other software programs.
- Must have either a two-year college degree or completed 2 years of college at a 4 year institution. Equivalent work experience will be considered.
- Prior library experience preferred in a public library setting (at least one year).

KNOWLEDGE, SKILLS, ABILITIES REQUIRED

- Attention to detail and accuracy.
- Ability to communicate effectively, patiently and courteously.

- Ability to handle multiple activities at once.
- Ability to work positively and effectively as a team member.
- Assists patrons with use of library equipment and services, such as computers, databases, the Internet, and other additional resources as they come available.
- Basic knowledge of computer troubleshooting.
- Provides reader's advisory and library reference services in compliance with standard professional practices.
- Basic cash handling skills to reconcile monies received for fines, lost item payments and other library services.
- Broad understanding of technology and implementation for library operations such as library automated systems, library databases and reference materials to respond to patrons' requests for information.
- Ability to make decisions and effectively handle problems on judgment issues such as charging for damaged material, problems with fees and fines, patron conflicts with library policy and behavior problems.
- Ability to operate office equipment such as but not limited copy machine/patron public printers, coin-op machine, and fax machine.
- Knowledge of and interest in literature and other forms of popular media.
- Ability to participate in continuing education requirements of the cooperative library system or at the request of the Library Director.
- Must demonstrate high level of professionalism and customer service skills.
- Must demonstrate critical thinking skills, organizational skills and an ability to work without direct supervision.
- Ability to communicate clearly, verbally and in writing.
- Broad knowledge of principles and practices of professional library work.

WORKING CONDITIONS

The work environment is characteristic of those found in a busy office. Normal work schedule is 26 hours/week with call-outs and overtime required at times. Weekdays, evenings and Saturday hours are included. Position requires considerable hours at the circulation desk, much of the time in front of computers.

PHYSICAL REQUIREMENTS

- Sufficient vision to read both printed materials and computer screens on a regular basis.
- Manual dexterity sufficient to operate computer keyboard, copier, fax and other equipment.
- Ability to lift up to 25 pounds on a regular basis and up to 80 occasionally.
- Ability to bend, stoop, twist, reach overhead and squat.
- Ability to stand for extended periods of time.
- Ability to push and pull book carts weighing 100-300 pounds.

Approved by the Board of Trustees April 17, 2008, Revised March 19, 2020