

South Holland Public Library

16.0 Job Descriptions



16.8 JOB TITLE: Circulation Clerk
DEPARTMENT: Circulation Services
REPORTS TO: Head of Circulation Services

POSITION SUMMARY:

This non-exempt, part-time position is responsible for providing circulation services to users.

Responsibilities and Duties:

- Provides friendly, courteous and accurate service to all users.
- Works at the Circulation Desk 75-100% of scheduled work time.
- Performs all automated circulation functions accurately and efficiently.
- Issues library cards, checks materials in and out, and renews materials.
- Retrieves materials as needed.
- Cleans and shelves CDs, DVDs, Blu-rays, magazines and newspapers.
- Handles routine issues and answers a variety of questions at the Circulation Desk.
- Notifies users about reserved, overdue and missing materials.
- Inspects incoming material for damages and handles according to procedures.
- Answers the phone and provides general information and accurately transfers calls.
- Reads library newsletters to give users information on activities.
- Shelves new books.
- Maintains a clean and well-organized circulation area and desk.
- Assists in shelf reading and shelving of materials in the absence of pages and as needed.
- Performs opening and closing procedures.
- Attends continuing education events.
- Complies with all library and personnel rules and regulations.
- Performs other work as assigned.

Knowledge, Skills and Abilities:

- Ability to learn computerized circulation functions and procedures.
- Ability to work courteously with the public and exercise discretion.
- Possesses basic keyboard and mouse skills.
- Ability to answer the phone.
- Ability to learn the Dewey Decimal system, integrated library systems, and circulation policies and procedures.
- Ability to operate a cash register and make change.
- Ability to communicate effectively.
- Flexibility to handle multiple tasks and assist users simultaneously.
- Ability to pay attention to detail.
- Ability to work effectively on a team.
- Ability to work the hours needed to complete the responsibilities of the Circulation Clerk.
- Ability to stand for extended periods of time.

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- Ability to reach, bend, stoop and lift up to 20 pounds and access library areas and materials.

Minimum Qualifications:

- High school diploma.
- Reads, understands, writes legibly and speaks articulately in English.
- Position requires day, evening and weekend hours.
- Access to transportation.