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| Job Title: | Circulation Clerk | Job Category: | Non-exempt |
| Department/Group | Circulation Services | | |
| Location: | Main Library | Travel Required: | Minimal |
| Level/Salary Range: | Starting at \$9.00 | Position Type: | Part-time 20 -22.5hours Mostly evening and weekend hours. |
| HR Contact: | Laura Leonard | Date posted: | 06/06/2016 |
| Will Train Applicant(s): | Circulation Manager | Posting Expires: | until filled |
| External posting URL: | www.twinsburglibrary.org | | |
| Internal posting URL: | http://staff.twinsburg.org | | |

Applications Accepted By:

Fax or E-mail:

(330) 425-3622 or
resume@twinsburglibrary.org
Attention: Job Announcement

Mail:

Administrative Assistant
 Twinsburg Public Library
 10050 Ravenna Road
 Twinsburg, OH 44087

JOB DESCRIPTION

Role and Responsibilities: The Circulation Clerk is responsible for providing excellent and efficient customer service including check-out and check-in of materials, issuance of library cards, and issuing collecting fines and fees.

Essential Responsibilities and Duties:

- Welcome customers; provide directions to library activities and areas.
- Demonstrate excellent customer service, deal with patron problems. Both public and team members are treated courteously and with a cooperative attitude. Check library materials out accurately and promptly to patrons and discharge materials using library database (Sirsi Dynix).
- Renew items in person, or over phone.
- Issue new library cards and input patron information in the computer. Library cards are issued only when proper identification is shown and forms are correctly completed. Database checked for duplicate entries.
- Assess, collect and properly record fines and fees.

- Update patron records.
- Demonstrate use of self-service check-out machines.
- Ability to make change and handle money.
- Perform clerical tasks as needed.
- Search for titles on “Send Items” list and route these items out to fill requests.
- Unpack and route in daily delivery.
- Call patrons to notify them that their requests are available if necessary.
- File requests in alphabetical order on the hold shelf; pull expired holds.
- Search shelves for lost items.
- Maintain lost and found.
- Maintain patron confidentiality and intellectual freedom.
- Answer telephone, answer circulation relation questions and direct other calls to appropriate person or department.
- Escort patrons to areas of library, if workflow allows.

Other duties:

Performs other similar and related duties as directed by the Circulation Services Manager and Assistant Managers or Director not requiring materially different qualifications for those herein described. (May serve as senior clerk if Area Supervisor or Assistants are not available.)

MINIMUM REQUIREMENTS

- High school degree or equivalency
- Ability to interact with the public in a friendly, understanding and confident manner.
- Up to date library account.

CONDITIONS OF WORK

While performing the duties of this job, the employee is occasionally required to sit, use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand; walk; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee is frequently required to lift or push up to 50 pounds. The vision requirements include: close vision, peripheral vision, depth perception and ability to adjust focus.

Fast paced environment that may require handling difficult customer service situations.

Employee may be scheduled to work evening and weekend hours, including Sundays; schedules may be altered depending on the needs of the library.

KNOWLEDGE SKILLS AND ABILITIES

- Some knowledge of library materials.
- Some experience working with computers.
- Ability to keep records accurately
- Ability to follow oral and written instructions.
- Basic math and alphabetization skills.

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|---------------------|----|------------|----------|
| Approved By: | LL | Date: | 2/4/2014 |
| Last Updated By: | LL | Date/Time: | 2/4/2014 |

I understand that this job description does not constitute a contract.

I have read and understand this job description.

Employee signature and date