

Job Title: Circulation Clerk
Job Category: Part Time, Non-exempt
Department: Circulation Services
Rate: \$11.50/hour
Submit Application: Email: resume@twinsburglibrary.org
Fax: (330) 425-3622
Mail: Twinsburg Public Library
Attn: Carolyn Vana
10050 Ravenna Road
Twinsburg, OH 44087

JOB SUMMARY

- 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 collection of fines and fees.

ESSENTIAL RESPONSIBILITIES AND DUTIES

- Welcomes customers; provides directions to library activities and areas.
- Demonstrates excellent customer service and deals with patron problems. Treats public and team members courteously and with a cooperative attitude. Checks library materials out accurately and promptly to patrons and checks materials in using library database (Sirsi-Dynix Workflows; training provided).
- Renews items in person or over the phone.
- Issues new library cards and inputs patron information in the computer. Ensures that library cards are issued only when proper identification is shown and forms are correctly completed. Checks database for duplicate entries.
- Assesses, collects, and properly records fines and fees.
- Updates patron circulation records.
- Demonstrates use of self-service check-out machines.
- Performs clerical tasks as needed.
- Searches for titles on "Send Items" list and routes these items out to fill requests.
- Unpacks and routes in daily delivery.
- Calls patrons to notify them that their requests are available if necessary.
- Files requests in alphabetical order on the hold shelf; pulls expired holds.
- Searches shelves for lost items.
- Maintains lost and found.
- Maintains patron confidentiality and intellectual freedom. Does not comment on patrons' material choices.
- Answers telephone, answers circulation questions, and directs other calls to appropriate person or department.
- Escorts patrons to areas of library if workflow allows.
- Operates Sierra system to check in and out materials from Kent State University.
- Keeps workspace clean and organized.

- Performs other similar and related duties as directed by the Circulation Services Manager, Assistant Managers, or Administration 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 diploma or equivalent.
- If the employee has a Twinsburg Public Library account, it must be in good standing.
- Ability to interact with the public in a friendly, understanding, and confident manner.

CONDITIONS AT WORK

- Fast-paced environment that may require handling difficult customer service situations.
- Job is primarily performed indoors in a typical customer service setting and involves frequent close-up work, including use of a PC monitor.
- Employee is required to work evening and weekend hours, including Sundays; schedules may be altered depending on the needs of the Library. Employees generally work two evenings a week plus a weekend rotation.
- **Physical Requirements:** Ability to regularly lift up to 25 pounds; ability to reach overhead and stoop to floor level; ability to operate standard office equipment.

KNOWLEDGE AND SKILLS

- Strong customer service skills.
- Some knowledge of library materials.
- Basic computer experience.
- Ability to keep records accurately.
- Ability to follow oral and written instructions.
- Basic math and alphabetization skills.
- Ability to make change and handle money.

I have read and understand this job description and acknowledge that it does not constitute a contract.	
Signature _____	Date _____

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