



HANCOCK COUNTY PUBLIC LIBRARY

Circulation Clerk Job Description

Job Title: Part-Time Circulation Clerk
Reports To: Circulation Manager
Prepared By: Tina Snyder, Library Director
Approved by: HCPL Board of Trustees
Approved date: 8-24-2006
Last Modified: 8-21-2020

Summary: Supports the library's mission by (1) assisting customers in the use of the library resources and services (2) carrying out circulation procedures (3) assisting other library staff with a variety of library and collection maintenance tasks and (4) being a positive example as a member of the HCPL team.

Work assignments are performed under general supervision. Exercises some discretion within defined guidelines, practices, and procedures; Suggests enhancements or improvements to policies, practices, and services; Solves general problems; Job performance skills are learned through education, experience, and on- the-job training.

This part time position requires working some Tuesday and Thursday evenings 12:00 until 7:00pm, some Saturdays, and some regular weekdays. Schedule is known a month in advance, normally.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Primary:

Assists customers in the use of library materials and services, including basic reference, use of mobile devices such as Nook, Kindle, iPad, etc., and microfilm reader/printer.

Assists with reader's advisory, in person and by phone. Every attempt should be made to move from behind the desk and go with customer to show where materials are located. Do not point them in the direction they need to go. In extremely busy times, customer may be asked to wait a moment so you can assist them personally.

Use the library's automated system to check materials in/out, process holds and interlibrary loans, register new cardholders, collect fines/fees, and answer questions.

Interprets the library's mission, policies, and procedures in a customer-responsive manner allowing visitors to have a positive 5 STAR quality customer service experience.

Assists customers with the use of library equipment, including online catalog and public computers.

Assists with opening/closing duties including but not limited to emptying book drop, preparing money drawer for day, and shelving returned materials.

Sorts, organizes, and shelves library materials.

Assists customers with directional questions and with using the printer, online catalog, and public computers.

Assists other library team members in the circulation of library materials and registration of new card holders using the library's automated system.

Assists other library team members with the correct processing and shelving of materials.

Performs duties related to rotating collections and collection maintenance.

Provides information about library services and facilities in a positive and knowledgeable manner. If in doubt, ask another team member. The only team member who talks to the press on behalf of the library is the Library Director.

Performs related work as required and assigned for the efficient and effective operation of the library.

Designs and prepares displays of library materials and services which will entice customers.

Assist with library programs, including on site, not on site, set up and take down, and implementation of program.

Sorting through daily mail and distributing the team mailboxes.

Sorting through donated items to determine if item is to be kept, discarded, or put on Friends Book Sale shelf.

Remove older magazines and newspapers from rack and recycle or call for pick up by new owners.

Removing and transporting items for recycle.

Attend workshops and completing continuing education opportunities for certification points, professional growth, and personal growth.

Maintain certification points paperwork each year as required for part time team members.

Attend library staff meetings and staff development days.

Deliver materials to library patrons using the Outreach Van or personal vehicle (with mileage reimbursed). Valid driver's license is required.

Perform assigned tasks and other duties as assigned by Library Director.

Skill, Knowledge, Abilities

Knowledge of and commitment to excellent customer service.

Ability to work effectively despite frequent interruptions. Ability to multi-task.

Knowledge, skill, and ability in using a variety of mobile devices such as Nook, Kindle, iPad, iPod, etc.

Knowledge, skill, and ability to assist customers in use of Microsoft Office suite software.

Ability to maintain composure while handling customer complaints.

Good interpersonal and communication skills, in person, on the phone, and online.

Skilled at working cooperatively and collaboratively with customers and team to achieve results.

General knowledge of the library's services and materials, including Dewey Decimal system.

Ability to learn, implement, and communicate library policies and procedures to customers.

Understand and implement consistency in policies and procedures regardless of location at which you are working.

Ability to understand and follow oral and written instructions. Ability to master the library's online catalog and automated circulation system.

Ability to type efficiently and effectively use programs installed on our public computers in order to assist customers and carry out other job responsibilities.

Ability to perform and operate routine maintenance and troubleshooting on office equipment once trained. Do not pass the buck on these duties.

Ability to stand, walk, and use hands to perform tasks the majority of the work day.

Ability to accurately make change and receipt income.

Flexible, adaptable, and able to flourish in a changing environment.

Dependable, motivate, self-starter able to work a flexible schedule, including evenings and weekends.

Ability to secure and retain library certification, if required.

Physical Demands:

While performing the duties of this job, the employee is regularly required to stand; walk; use hand to finger, handle, or fell; climb or balance; talk or hear and taste or smell. The employee is frequently required to sit; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must regularly lift and / or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Driving the outreach van or personal vehicle.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The employee is occasionally exposed to moving mechanical parts; high, precarious places; fumes or airborne particles; risk of electrical shock and vibration. The noise level in the work environment is usually moderate.