

CIRCULATION DESK CLERK

Responsible to	Circulation Desk Supervisor
Classification	Clerk I
Qualifications	<p>High School diploma or equivalent</p> <p>No previous library experience necessary; customer service experience preferred</p> <p>Dependable work habits</p> <p>Ability to maintain confidentiality and use appropriate judgment in handling information and records</p> <p>Ability to work with attention to detail</p> <p>Ability to retain and follow circulation department policies and procedures</p> <p>Knowledge of computers and applicable technologies</p> <p>Ability to work well with staff and public</p> <p>Ability to work days, evenings and weekends as required</p>
Primary Function	This position serves as the primary contact point for patrons using the Library, ensuring a positive experience by determining patron needs, analyzing and solving problems, and directing patrons to appropriate staff and resources.
Responsibilities	<ol style="list-style-type: none">1. Support Library's customer service plan by proactively greeting patrons and answering basic reference and directional questions2. Circulate library materials – examine materials properly during check-in and check-out3. Maintain holds shelf4. Inform patrons of items on hold5. Accept and post fees6. Reconcile cash register7. Operate phone system8. Process library card applications and update as needed9. Accept voter registration and Golden Buckeye applications10. Maintain neatness in Circulation Desk area11. Provide reference as required when reference librarians are unavailable12. Answer questions and assist patrons in the use of library resources13. Locate or retrieve materials for patrons

14. Support Behavior Policy (library code of conduct)
15. Sort, process and distribute incoming mail and delivery, including daily check-in of periodicals
16. Assist with library programming activities (i.e. library programs sign-ups)
17. Demonstrates knowledge of library policies and procedures
18. Perform other duties as required

Physical Demands

Work requires physical effort in the repetitive handling of materials or boxes and tools or equipment of up to 30 pounds in non-strenuous work positions and/or continual standing or walking

8/23/2017