

Policy: 308
Subject: Circulation Clerk II
Reviewed: 08/15/2008, 10/12/2009
Approved: 08/19/1996
Revised: 10/27/2009

Classification: Circulation Clerk II
Department: Circulation Services
Reports To: Circulation Services Coordinator

Nature of Work:

A person in this classification performs clerical and operational duties that facilitate the smooth functioning of the circulation Desk and related ancillary services. He/she works directly with the public but is also assigned a specific off-desk area of responsibility. The position duties are similar to those of Circulation Clerk I, but specific tasks employ more independent judgment, maturity, and initiative within the assigned area. This position does not have responsibility for supervision. Once basic library routines are mastered, employees are expected to work independently under the procedures and broad guidelines developed with the Circulation Services Coordinator and the Library Director.

Essential Duties and Responsibilities:

1. Provides direct service to library patrons at the Circulation Desk and indirect service to patrons utilizing self-checkout machines.
2. Provides clerical support for technical services projects including but not limited to the following tasks: library materials processing, data entry and withdrawal to the library's automated system, verification of orders, updating patron records, and collection maintenance tasks.
3. Answers telephone and routes calls within the library.
4. Operates library equipment (copier, fax, computers/printers, cash register).
5. Mends books.
6. Monitors patron holds and interlibrary loans.
7. Assists patrons with computer reservation and print management system.
8. Handles cash register transactions.

Additional Responsibilities:

1. Checks in and distributes mail/periodicals in the absence of the Administrative Clerk.
2. Counts and records daily fines and fees in the absence of the Circulation Services Coordinator.
3. Performs various custodial and maintenance duties necessary to maintain the library's appearance and safety of the public.
4. Other duties as assigned.

Minimum Qualifications:

1. High school diploma or equivalent.
2. Enthusiastic, positive public service orientation.

Desired Qualifications:

1. Previous successful public library experience.

Knowledge, Skills, and Abilities:

1. Ability to work effectively with the public and with other library employees.
2. Ability to work independently and assume responsibility.
3. Accuracy and attention to detail.
4. Knowledge of English, spelling, and arithmetic.
5. Basic computer literacy.
6. Excellent communication skills.
7. Ability to handle multiple tasks.

Physical Requirements:

1. Talking – constantly required while communicating with patrons and staff directly and on the telephone.
2. Hearing – constantly required while communicating with patrons and staff directly and on the telephone.
3. Sight – constantly required while performing library duties.
4. Lifting and carrying up to 30 lbs.
5. Stooping, bending, reaching overhead and horizontally to retrieve library or other materials.
6. Pushing and pulling loaded book carts.
7. Moving through library while retrieving library materials and assisting patrons.
8. Standing for long periods of time while working at the Circulation Desk.

Working Conditions:

1. Requires regular evening and weekend shifts.