

# CIRCULATION DESK CLERK

<b>Responsible to</b>	Circulation Desk Supervisor
<b>Classification</b>	Clerk I
<b>Qualifications</b>	<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>
<b>Primary Function</b>	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.
<b>Responsibilities</b>	<ol style="list-style-type: none"><li>1. Support Library's customer service plan by proactively greeting patrons and answering basic reference and directional questions</li><li>2. Circulate library materials – examine materials properly during check-in and check-out</li><li>3. Maintain holds shelf</li><li>4. Inform patrons of items on hold</li><li>5. Accept and post fees</li><li>6. Reconcile cash register</li><li>7. Operate phone system</li><li>8. Process library card applications and update as needed</li><li>9. Accept voter registration and Golden Buckeye applications</li><li>10. Maintain neatness in Circulation Desk area</li><li>11. Provide reference as required when reference librarians are unavailable</li><li>12. Answer questions and assist patrons in the use of library resources</li><li>13. Locate or retrieve materials for patrons</li></ol>

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