

DeKalb Public Library

JOB DESCRIPTION

- JOB TITLE:** Circulation Clerk
- STATUS:** Non-Exempt, Part Time
- SHIFT:** 19 hours per week, Sunday-Saturday hours with regular rotation. Must be able to work evenings and weekends depending on library needs.
- SALARY:** \$10.25 per hour

SUMMARY DESCRIPTION:

The Circulation Clerk contributes to the effective operations of the library by providing direct service to patrons and performing clerical duties such as checking out, sorting, routing, and processing materials. Reports to the Head of Access Services.

DUTIES AND RESPONSIBILITIES:

- Provide friendly, courteous, and accurate service to all library users
- Serve the public at the Circulation desk by checking out and checking in library materials, collecting fines, issuing library cards, explaining policies, etc., and at the Tech Desk as directed
- Utilize the library's computer system for various circulation services and functions
- Answer the library's main telephone number and direct calls to appropriate departments
- Issue library cards to patrons.
- Maintain accurate and up-to-date patron files
- Handle monetary transactions with accuracy
- Collect items from the book drop on an established rotation and send through the sorting machine
- Ensure the security system for library materials is engaged properly
- Prepare and submit necessary letters, invoices, or paperwork to resolve issues of overdue and lost or damaged items returned, maintain over-due files
- Notify patrons of hold and interlibrary loan materials, prepare materials for pickup
- Enforce library policies, resolve patron disputes
- Check shelves for overdue items before notices are sent
- May register computer and study room users, process money for printing costs
- Refer patrons to appropriate departments for questions, provide directional assistance upon request
- Provide selectors with data on missing materials
- Participate in regular team communications to discuss and develop procedures, expectations, issues and concerns, library communication, and community involvement.
- Contribute to a monthly report on activities as requested
- Assist with interlibrary loan procedures, lists, and retrieval of materials as directed
- Provide staff training to other departments as requested
- May assist with library opening and closing procedures
- Monitor the behavior and conduct of patrons in the Circulation and Tech Desk areas when staffing desks and intervene as necessary to ensure appropriate conduct
- Share information about and invite community members to participate in library events and activities
- Represent the library at professional meetings, activities, and conferences as assigned; prepare written reports for the Library Director about these events and new learnings
- Perform other duties as assigned

SKILLS AND QUALIFICATIONS:

- High school diploma or equivalent required
- One year customer service experience required, preferably in a public library
- Fluency in Spanish a plus
- Strong commitment to excellent public service
- Knowledge of general record keeping, library circulation, and privacy practices
- Knowledge of standard library procedures
- Ability to communicate effectively with others, orally and in writing, including through email
- Ability to use a computer, type accurately and with attention to detail, and learn computer programs or software required to effectively perform job duties
- Ability to remain calm in stressful situations
- Ability to establish and maintain effective working relationships with co-workers, patrons, user groups, community organizations, volunteer groups and to serve the public courteously
- Ability to recognize and set priorities, and to use initiative and independent judgment in a variety of situations
- Ability to handle money in an accurate and responsible manner

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

- Duties are performed in an indoor setting, with long periods of sitting. Occasional periods of standing or walking may be required.
- The noise environment is usually quiet to moderate, but may occasionally be loud.
- This position is in frequent contact with others
- Must be able to move materials weighing up to 40 pounds
- Must be able to push a cart weighing greater than 100 pounds
- Must be able to talk and to understand speech to effectively answer patron questions
- Must possess physical mobility involving hands and fingers to handle, feel, or operate objects, tools, or controls such as a computer keyboard, mouse, or other device; perform repetitive motion using hands, wrists, and arms.
- Must be able to complete work with speed and accuracy and handle frequent, sudden task changes effectively
- Must possess ability to see and read a computer screen, bar codes, and call numbers
- Must be able to work in a team atmosphere in a consistently cooperative manner
- Must be able to bend, stoop, walk, reach with arms and hands

EQUIPMENT USED:

- General office equipment including phones, smart phones, and personal computers
- Specialized library equipment including book scanners, and book sorting machines

STATEMENT OF OTHER DUTIES DISCLAIMER:

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this position. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

EQUAL OPPORTUNITY:

The DeKalb Public Library is an equal opportunity employer. There shall be no discrimination or favoritism in employment, recruitment, compensation, termination, upgrading, promotions, or any other condition of employment against any employee or job applicant on the basis of race, ethnic origin, age, sex, gender, marital status, religious belief, disability, sexual orientation, political affiliation, national origin, or any other prohibited class.