



Position Title: Circulation Clerk
Position Status: 15-20 hours, Non- Benefited
Department: Slinger Community Library
Appointing Authority: Library Director
Supervisor: Circulation Librarian

GENERAL FUNCTION

Under the supervision of the Circulation Librarian, the Circulation Clerk position works serving library patrons directly. The Circulation Clerk will perform clerical, programming, processing of materials, and other library work as required. Must be able to work amicably in a rapid, fast-changing environment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Performs circulation desk procedures, such as checking in and checking out materials, registering patrons for library cards, collecting fines, phoning patrons, pulling holds, etc.
- Re-shelves library materials and reads shelves
- Answers reference questions, in person, by phone, and by email. Can assist with basic computer questions. Provides basic readers advisory services
- Assists with collection maintenance by assessing condition of materials for possible repair or replacement and pulling items on weeding list
- Provides patrons with general information on library services; assists and instructs patrons in using library services, equipment, and facilities
- Assists with library displays;
- Performs some light library cleaning duties
- Responsible for opening and closing procedures
- Works a regular schedule at the circulation desk
- Assists with processing new materials, as time allows
- With Circulation Librarian's consent, assist with library programming needs
- Assists with Monarch Library System truck deliveries
- Performs other related tasks
- Ability and willingness to travel to off-site outreach programs in the community

Patron Service

- Creates and emphasizes a positive, welcoming and helpful environment for library users and maintains a high level of excellent patron service
- Handles patron issues/complaints/problems cordially and effectively, and knowledgeable on when to transfer or refer to the correct administrator as needed. Remains calm under pressure
- Maintain confidentiality of library patron information
- Able to assist with technology related to library services, including but not limited to, library phone apps and computer services, such as Libby and educational databases

Policies & Procedures

- Maintains ongoing understanding of Polaris ILS and Monarch Library System best practices
- Understands, follows, and implements library policies and procedures

Teamwork

- Cultivates and maintains positive working relationships with other library staff members, village staff members, Library Director, Library Board members, Slinger Police Department, elected officials and local agencies
- Maintains a professional demeanor along with excellent communication skills that contribute to the overall well-being of the workplace
- May serve as a member of the library's response team for outside hours emergencies
- Attends and contributes to quarterly ALL Staff meetings

Professional Leadership

- Maintains a commitment to continuous learning to grow professionally and improve skills through conferences, seminars, and local training sessions
- Read professional literature and remain current with trends in library service and application to Slinger Community Library

Misc

- Complete other duties as assigned by Circulation Librarian and Library Director

REQUIRED MINIMUM QUALIFICATIONS

Education and Experience

- High School graduate
- Knowledge of basic arithmetic (addition, subtraction, multiplication, division)
- Computer experience required
- Prior customer service, library and clerical experience desirable

Knowledge/Skills/Abilities

- Ability to effectively present information and respond to questions from patrons
- Ability to follow detailed directions
- Ability to operate library business machines properly
- Basic knowledge of computer hardware and software as they relate to library applications (i.e., the Internet, e-mail, search engines, and word processing)
- Ability to effectively use the Library's shared online catalog (Monarch).
- Ability to work independently, organize and prioritize work, respond to varied / changing work demands and make decisions as required
- Good interpersonal skills and ability to maintain and foster cooperative and courteous working relationships with the public, peers and supervisors
- Keyboarding, filing and money-handling ability
- Willingness to maintain skills in the above-mentioned areas through active participation in appropriate continuing education activities
- Working knowledge of English language
- Working knowledge of library methods and procedures
- Ability to remain in a standing position for extended periods of time
- Have a current Wisconsin Driver's license or ability to travel to off-site outreach activities

ADDITIONAL DESIRED SKILLS

- Enthusiastic and service-oriented attitude with the ability to establish and maintain effective relationships with staff and the public in order to achieve the goals and objectives of the library
- Knowledge of Monarch Library System and shared automation systems
- Experience with Polaris ILS

SUPERVISION RECEIVED AND PROVIDED

- Works under the supervision of the Circulation Librarian
- If no Director or Circulation Librarian, works under the supervision of “Librarian-in-Charge”

JOB REQUIREMENT

Willingness and ability to work a flexible schedule that includes days, evenings and weekends to meet service level. May need to cover absences for staff members

TOOLS AND EQUIPMENT USED

Including but not limited to: automated shared resource system (Monarch), book truck, audio visual equipment, networked personal computer, MS Office and other job-related software, printers, copy machine, scanner, paper cutter, laminator, telephone, patron devices and calculator

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Keyboarding, writing, filing, sorting, shelving, and processing; picking up and shelving
- Lifting and carrying: 50 pounds or less. Pushing and pulling: objects weighing 100-300 pounds on wheels.
- Sitting, standing, walking, kneeling, bending/twisting, reaching and crouching required

WORK ENVIRONMENT

- Work is performed primarily in a library environment. The noise level in the work environment is usually quiet to moderately noisy
- 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. Work is performed primarily in a library environment.

The duties listed are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee:

Date:

Library Director:

Date: