

# **Circulation Clerk**

## **Job Description**

Hours: 16-20 hours a week

Location: Tunkhannock Public Library

### **General Description**

Circulation Clerks perform a wide variety of general library work in technical and/or public services to assist patrons with daily operational needs of the Library, such as routine circulation, shelf maintenance, weeding, and clerical functions using automated circulation system. Must be able to work flexible hours including evenings and weekends.

### **Supervision Received**

Works under the general supervision of the Executive Director.

### **Circulation Clerk Responsibilities and Duties:**

#### **Examples of Duties**

- Performs the full range of circulation desk procedures using SPARK, an automated circulation system, following established library policies including checking materials in and out, collecting and recording fines and fees, processing late notices, and registering and updating patron records.
- Prepares library for opening and closing.
- Greets and directs customers to various locations or locates materials.
- Answers telephones and provides routine information or refers and transfers calls.
- Handles routine complaints and answers a variety of questions at the circulation desk in person or via the telephone, referring more complex inquiries to immediate supervisor.
- Uses computer terminal to provide information to the public and explains how to use the library's computer system.
- Troubleshoots basic technical problems either on own or in conjunction with senior staff.
- Shelves materials/reads shelves. Maintains order in book stacks and assists in resolution of problems resulting from misshelved/misfiled materials.
- Operates a variety of standard office and library machines.
- Participates in staff meetings to discuss and resolve problems, discuss ideas for improvement, and keep updated on library plans and activities.
- Maintains library public area in clean and orderly fashion by maintaining displays, cleaning computer terminals and other general cleaning and/or organizing tasks.
- Performs related work as required.

## **Skills and Abilities**

### **Skills:**

- Proficiency with computer systems including word processing, databases, spreadsheets, Internet, e-mail, social networking applications, inputting and manipulating data in an automated library system, use of library automated system circulation and public catalog functions.
- Excellent communication and organizational skills.

### **Ability to:**

- Perform excellent customer service and to communicate general library information to the public on the telephone or in person.
- Learn and use specialized computer software and hardware
- Pay attention to detail.
- Establish and maintain effective working relationships with superiors, associates and the general public.

## **Qualifications, Education, Experience**

- High school diploma or the equivalent
- Library experience preferred
- Prior customer service experience preferred