



Starkville-Oktibbeha County Public Library System

Job Description – Library Circulation Clerk

Job Title: Library Circulation Clerk

Supervisor: Assistant Director, Director

Direct Reports: None

Job Summary

This full or part-time employee serves as support staff in the library environment assisting patrons and fellow staff; performs circulation of library materials using the library's computerized system including check-in/check-out; maintenance of borrower records; reserves items and assists with fines and fees. Organizes and maintains the library collection; assists in maintaining a welcoming atmosphere and organized facility. Performs all other duties assigned by Assistant Director and/or Director.

Key Responsibilities

- Greet the public
- Assists patrons in using the library's electronic and print resources
- Create and manage patron accounts
- Check materials in and out using the library's computerized system
- Receives and shelves incoming materials and preparing outgoing materials
- Collect and record fines and fees for services
- Ensure adequate supplies of office materials are available
- Collect statistical data
- Ensure a welcoming physical atmosphere while being considerate of patron and staff safety
- Perform maintenance or housekeeping as necessary
- Demonstrate a clear understanding of library policies
- Ability to exercise judgment in non-routine situations
- Assists with or performs library programs when assigned

Core Competencies

Work Ethic: Is productive, diligent, conscientious, punctual and efficient; abides by policies and procedures; participates in professional development activities.

Service Orientation: Seeks to understand the needs and expectations of patrons and strives to meet or exceed the needs; treats customers with respect, responding to requests in a professional manner.

Communication: Concisely and accurately answers questions, explains or conveys information to the public and coworkers; demonstrates effective oral and written communication skills.

Self-Management Skills: Effectively manages emotions and maintains a positive attitude; works effectively and cooperatively with others; manages time wisely; prioritizes tasks appropriately and effectively multitasks.

Customer Relations: Understands the mission of the library and applies this while dealing with patrons; communicates the importance of library services to the public; treats all patrons and co-workers with courtesy and respect; projects positive image of the library.

Library Technology: Proficient in operating computer equipment and utilizing various software programs; proficient in electronic search techniques in the library catalog, online databases and the Internet; proficient in operating other office technology including FAX, copier, printer, etc.

Professional Maturity: Manages conflict and diffuses situations; knows when to refer an issue to the appropriate management level or when to notify policy or emergency services; maintains confidentiality.

Working Conditions

Evenings and occasional Saturday work required; may work all day, for consecutive days, alone; continual and demanding contact with the public. Tasks may be repetitive and may require sitting or standing for long periods; ability to work both independently and as part of a team; must deal with mathematical computations and money; tasks may require attention to detail; must work with all age groups from toddlers to senior citizens; will have to use step stools, book trucks, vacuums, and dollies; will have to lift upwards of 50 pounds; may encounter dusty situations or situations where climate control is not available.

Physical Demands

Locate and obtain books and materials throughout the library of a wide variety of shapes and sizes; stand or sit at a computer workstation for extended periods of time (high manual dexterity, limited movement or change of position); reach library materials at high and low levels (bending, stooping, squatting, twisting, turning, and reaching above head using a stool required); use of repetitive motion of hands and arms; push fully loaded book carts across the library room, lift and carry materials which may weigh up to 45 lbs. (boxes of books, equipment, furniture), push/pull up to 100 pounds (on dollies or wheeled book carts) and do speed work with hands and forearm rotation; visual acuity needed to read computer screens, library material spine labels, etc.; may be exposed to dust and changes in temperature.

Disclaimer

The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the job described, nor are they intended to be such a listing of the skills and abilities to do the job. Rather they are intended only to describe the general nature of the job.