Title: Circulation Clerk I
Library Name: Converse County Library—Douglas
Location: Douglas, WY
Reports to: Douglas Circulation Manager

General Summary

This position performs a variety of clerical and technical duties. Assignments typically involve checking out and receiving materials; receiving payments; providing general information to patrons and maintaining the library in an orderly fashion. As needed assignments typically involve all interlibrary loans and providing basic reference assistance.

Responsibilities (not all-inclusive): all of the duties listed below are essential job functions for which reasonable accommodations will be made. All job requirements listed indicate the minimum level of knowledge, skills and/or ability deemed necessary to perform the job proficiently. This job description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Employees may be required to perform any other job-related instructions as requested by their supervisor subject to reasonable accommodations.

Essential Functions and Responsibilities

➢ Greets patrons as they approach circulation desk or when encountered in the library

➢ Assists patrons at points of service and over telephone by performing procedures related to circulation of materials:
  • Checks out, checks in, and renews all library materials
  • Registers patrons for library cards, issues and renews cards
  • Places holds
  • Collects fees and fines
• Explains policies and procedures and grants exceptions when necessary following recommend library guidelines
• Answers patrons’ questions and solves problems regarding circulation of library materials

➢ Performs other procedures related to the circulation of materials:
  • Processes overdue and other notices
  • Empties materials return bin
  • Processes lost/damaged materials

➢ Prepares materials for shelving or filing:
  • Cleans as necessary, and sorts materials on book cart
  • Arranges and shelves materials in alphanumeric order
  • Maintains appearance of collections by aligning materials and through use of supports, dividers, and cleaning cloths
  • Straightens shelves (edges, leaves 6-inches space at end of shelf if possible), makes sure spine labels are attached; “washes” dirty books, makes sure all library materials are correctly shelved
  • Shifts materials, as assigned or necessary
  • Shelf reads to ensure that materials are in alphanumeric order
  • Brings materials in poor condition to the attention of the Technical Services Department
  • Retrieves and discards litter from stack areas, etc.

➢ Answers incoming calls, handles patron requests or problems, and/or directs to correct source

➢ Answers simple directional questions, assists patrons with copier, computer, and other equipment use

➢ Searches stacks and other areas for claimed returned, lost, missing, or other items, as assigned

➢ Makes closing and other necessary announcements

➢ Physically lifts and arranges library furniture weighing up to 75 pounds
➢ Assists in other departments when requested, at discretion of supervisor

➢ Other projects and responsibilities may be added, as assigned

➢ Obtains proficiency at:
  - WYLD SKILLS: General Skills Checklist – Minimum Requirements
  - WYLD SKILLS: Circulation Skills Checklist – Minimum Requirements

**Job Requirements and Qualifications**

Education: Formal or informal education or training which ensures the ability to read and write at a level necessary for successful job performance

Knowledge Requirements:

- Ability to learn and operate library automated system with high degree of efficiency and accuracy
- Ability to operate basic office equipment including computers, keyboard, copier, fax machine, paper cutter, shredder, microform reader/printer, etc.
- Ability to count money and make change
- Must have demonstrated interpersonal and communication skills to interact effectively, patiently, and courteously with employees, patrons, and other community members
- Must maintain professional manner when dealing with patrons of all ages, staff, and others
- Must be able to work independently as well as part of a team
- Ability to plan, organize, and prioritize work

**Other Information**

Special Information (Travel may be required, physical requirements, on-call schedules, and so on):

- Reading overhead, above the shoulders and horizontally; sitting for extended periods of time; standing for extended periods of time; bending at the waist; kneeling or crouching; hearing and speaking to exchange information; carrying, pushing or pulling, lifting heavy objects
- Requires mental alertness, focus, and attention to details
• Ability work a schedule that includes weekday, evening, and weekend hours
• Usually performs job in areas where seating cannot be provided
• Regularly works in book stack areas where there is exposure to dust, newsprint, etc.
• Regularly works with equipment and performs procedures where carelessness may result in minor cuts, bruises, or muscle strains
• Regularly uses cleaning solutions to dust shelves

**Disclaimers**
The information contained in this job description is for compliance with the American with Disabilities (A.D.A.) and is not an exhaustive list of duties performed for this position. The job description does not constitute an employment contract between the employer and the employee and is subject to change by the employer as the needs of the employer and the requirements of the job change. Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required.