

**JOB DESCRIPTION**  
**ANDERSON PUBLIC LIBRARY**

**Job Title:** Circulation Clerk, Part-time  
**Department:** Circulation Services, Main Library  
**Job Grade:** 318/Non-exempt/Hourly  
**Reports to:** Circulation Services Manager  
**Revised:** May 2018

**Job Summary:** Provides customer service in fast-paced environment; checks library materials in and out, issues library cards, updates customer records, and handles fee transactions. Follows many detailed computer and clerical procedures. Shelves library books and materials in circulating collections throughout library. Keeps collections in order and items attractively displayed.

**Job Education and Experience:**

1. Customer service work experience
2. Clerical and computer work experience
3. Cash/credit card handling work experience
4. Alphabetical and numerical filing experience

**Job Knowledge, Skills, and Abilities:**

1. Excellent interpersonal skills, with proven ability to serve the public with friendliness, tact, and diplomacy
2. Strong oral and written English communication skills; Spanish-speaking skills preferred
3. Strong organizational and alphabetical/numerical filing skills
4. Proficiency using personal computer system and email, Internet, Microsoft Office programs, Integrated Library System (ILS), and other computer applications relevant to job
5. Ability to learn and follow automated circulation procedures and library practices
6. Ability to effectively prioritize work tasks and work well under pressure without direct supervision
7. Ability to establish and maintain effective working relationships with staff and customers
8. Ability to perform detailed clerical work and record keeping with accuracy
9. Ability to work a flexible schedule, including nights and weekends
10. Satisfactory criminal history background check
11. Ability to learn and follow correct library shelving procedures accurately

**Work Environment:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Requires frequent sustained operation of computer and office equipment, with frequent in-person and phone contact with customers and library staff. While performing duties of this job, the employee is occasionally (less than 1/3 of work time) required to: work near equipment with moving mechanical parts, such as paper shredders and book carts; work at heights reached by a standard step ladder; be exposed to fumes and toxic and/or caustic chemicals typically present in insecticides and standard cleaning supplies; and be exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

**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. Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Specific vision requirements necessary for this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. While performing duties of this job, the employee is regularly (over 2/3 of work time) required to: use hands to finger, handle, or feel; reach with hands and arms; stand; and talk or hear. The employee must frequently (1/3 to 2/3 of work time) walk; climb or balance; and stoop, kneel, crouch, or crawl. While performing duties of this job, the employee must frequently (1/3 to 2/3 of work time) exert up to 50 pounds of force to lift or move objects.

**Equipment Used:**

1. Personal computer system with peripherals, printer, and barcode scanner
2. Multi-line phone system
3. Copier
4. Flatbed scanner
5. Weather radio
6. Two-way radio
7. Tiered rolling book carts
8. Step ladder
9. Electronic cash register
10. Credit/debit card terminal
11. Self-checkout machine

**ESSENTIAL FUNCTIONS:** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

**Essential Job Duties:**

1. Uses Integrated Library System (ILS) efficiently for transactions in checking in/out library materials to customers, processing borrower cards, maintaining borrower records, and determining the status of materials; resolves problems with fees, library cards, and lost and overdue materials, as well as other customer issues
2. Accepts cash and credit payments for customer fees and accurately records payments following established procedures; shares responsibility of counting money in cash register and balancing cash sheets at closing time
3. Maintains reliable attendance; reports to work as scheduled and clocks in and out on time
4. Assists customers in the use of self-checkout equipment
5. Assists in maintaining department equipment and supplies
6. Organizes returned books and materials on carts for shelving in adult, teen, children's, and audiovisual collections; maintains collections by shelving, changing the status of items, and reorganizing book stacks as needed

7. Organizes and correctly shelves books and materials in adult, teen, children's, and audiovisual circulating collections; maintains neat order and appearance in collection areas; picks up items left on tables and in reading areas for shelving
8. Informs Circulation Manager of work and customer service problems; recognizes situations appropriate for seeking managerial or administrative assistance
9. Attends department meetings and collaborates on department objectives
10. Assists in keeping safe, orderly, and neat environments in public service and staff areas
11. Promotes library programs and services during customer interactions, providing positive image of library; assists in creating displays of materials to appeal to customers
12. Displays newer, eye-catching items to attract customers' attention

13. Complies with the library's Employee Handbook, Code of Ethics, Internal Control Manual and all policies and procedures.
14. Attends and applies training relevant to job duties and assignments
15. Performs other tasks and special projects assigned by manager

**Other Duties:**

1. Helps orient and train new staff members
2. May serve on library work committees
3. May participate in library programming activities
4. May fill in at public service desks

I certify that I have read and understand the job description for my position.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_