

Spokane County Library District

CLASSIFICATION: N03**POSITION TITLE:**

Circulation Clerk

GENERAL PURPOSE:

Provides direct circulation services to customers.

POSITION SUMMARY:

Under the direction of the Circulation Supervisor or Branch Supervisor, provides direct circulation services to customers in person, over the phone or through the website. Uses library automation system to check-in/check-out materials, register customers for cards, handle cash transactions for customers and make reservations. Answers the phone; responds to customer inquiries and refers calls to appropriate departments. Promotes library programming, Web resources, self-service and outreach services. Inspects library materials for damage; empties book bins/rooms. Receives and processes library materials for shipping. Provides circulation support on outreach runs. May assist in item maintenance.

ILLUSTRATIVE EXAMPLES OF ESSENTIAL DUTIES AND RESPONSIBILITIES:

Provides direct service to customers in person, over the telephone or by email, including materials check in/out, issuing/renewing library cards, and collection of fines and fees; assists customers with circulation issues; maintains confidentiality of customer information.

Responds to customer inquiries regarding library services and operations; refers inquiries to other departments or staff as appropriate.

Resolves routine complaints and refers customers to supervisor as circumstances dictate.

Answers a variety of customer questions at the circulation desk; assists customers at self check-out stations; receives money; issues or replaces library cards; updates customer information using the library's automated system; retrieves items placed on hold.

Inspects materials for damage. If the item is damaged, retrieves customer information and forwards item and information to appropriate staff person for further handling. May assess damage charges and complete the customer billing process.

Processes and cleans materials and equipment using common off-the-shelf cleaning products. Processes and prepares materials for shipment; processes items for holds pickup. Marks items with customer information and places items on public or private hold shelf.

Promotes library services, such as summer reading, adult programs and Web resources. Reserves meeting rooms or Internet computer stations.

May shelve returned materials.

May perform daily cash reconciliation as assigned.

May participate in visits to adult facilities or daycares, including preparing materials, checking out to customers on the visit and driving the District outreach van.

Attends work on a regular and dependable basis.

Performs repetitive motion using arms and wrists, stooping, bending, stretching and lifting up to 40 pounds of library materials or standing for long periods of time.

Hear, see, speak and listen to individuals to successfully interact with staff and customers.

Read materials in print or electronic format.

Interacts in a professional and respectful manner with District staff and the public.

OTHER JOB FUNCTIONS:

Performs other tasks as assigned.

SELECTION FACTORS:

(Candidates selected for employment must satisfactorily demonstrate possession of these factors during a prescribed trial period, and afterwards, for continued employment.)

Knowledge of:

- Principles and practices of quality customer service;
- Personal computers and associated software;
- General business office terminology, procedures and practices;
- Proper cash-handling procedures.

Ability to:

- Consistently demonstrate quality customer service behavior(s);
- Maintain confidentiality of customer information;
- Communicate effectively with staff and customers both verbally and in writing;
- Work effectively with co-workers and customers in a cooperative and respectful manner;
- Use computer systems, monitor, keyboard and mouse and various software programs to access appropriate information, such as customer accounts, timesheets, email, Intranet news and documents;
- Establish and maintain effective working relationships;
- Read materials in print and electronic format;
- Use initiative, problem-solving skills and judgment;
- Work quickly and accurately, follow directions and meet deadlines;
- Lift office supplies, books and other materials weighing up to 40 pounds;
- Transport oneself to other locations to perform work and/or attend work-related meetings, workshops or conferences.

MINIMUM QUALIFICATIONS:

High school diploma or equivalent; two years direct customer service experience required, one year direct customer service experience in a library setting preferred, public library experience preferred. AA Degree in related field may substitute for up to one year of direct customer service experience. Working knowledge of personal computers and experience using word processing, spreadsheet or database software; ILS experience preferred. Read and use English and understand numbers; OR any equivalent combination of education, training or experience to ensure satisfactory performance of essential job functions;

Must be able to successfully pass a background check;

Valid driver's license and normal risk insurability preferred;

Should be able to get First Aid/CPR certification.

TOOLS AND EQUIPMENT USED:

General office equipment, including but not limited to, personal computer, mouse, keyboard, computer screen, with associated office software; library information systems and the Internet.

Uses common off-the-shelf products to clean and process library materials and surfaces.

WORK ENVIRONMENT:

(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 library environment while standing or sitting at a desk or computer terminal for extended periods of time. Duties require use of a computer terminal, mouse and keyboard. Duties require manual dexterity, clear speech and visual and hearing acuity to successfully interact with customers and co-workers. May occasionally push/pull items and/or lift/carry items up to 40 pounds, reach with hands and arms, stoop, bend or kneel as needed. Vision requirements include close vision and ability to adjust focus. Moderate stress may be encountered due to heightened library activities or intense customer interactions. The noise level is usually moderate. May be exposed to dust, fumes and/or odors on a recurring basis. Ability to transport oneself to other locations to perform work and/or attend work-related meetings, workshops or conferences is required.

The duties listed above 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.

FLSA Classification: Non-Exempt Salary Range: N03

Revised: 04/29/08; 06/02/09; 07/05/11