

WARMINSTER TOWNSHIP JOB DESCRIPTION



Position:	Circulation Clerk	Department:	Library
Reports to:	Director of Library Services	Supervises:	None
Bargaining Unit	AFSCME 2289/WTEO	Classification:	PT/Non-Exempt
Date Approved:		Date Revised:	

Purpose: The purpose of this position is to perform a variety of tasks related to the circulation of library materials and to provide a high level of customer-friendly service to the public.

Compensation: \$16.14/Hour

Hours: 13-20 Hours/Week including some Saturdays and evenings.

Tasks:

- Greets patrons and answers directional questions of library users in person and by phone. Refers and routes library users to other staff as needed.
- Checks out, checks in, and renews library materials, including notifying users and collecting fines and fees. Pulls and traps holds; shelves holds
- Registers new library users. Renews and modifies record of current users per policy and approved procedures
- Practices the confidentiality of library use and library user record
- Resolves routine Circulation Desk problems, such as library user concerns with lost or overdue items, fines, or registrations. Refers complex problems to the Customer and Technical Services Coordinator
- Performs Circulation Desk opening and closing procedures
- Sorts and prepares items for shelving or filing, including emptying the book drop
- Makes minor repairs and adds/removes labels to/from library materials as directed by Customer and Technical Services Coordinator
- Contributes to a friendly working environment which welcomes and values the customer
- Provides high-quality services which effectively meet community needs

Conditions: Employee works in an office setting with a high level of social interaction with library patrons and staff

Required Skills, Knowledge and Abilities:

Education/Experience

- High School Diploma
- Public library work or equivalent experience

Skills

- General computer literacy
- Demonstrated internet proficiency

Knowledge

- Working knowledge of public library circulation functions
- Basic idea of the Dewey Decimal system

Abilities

- Ability to successfully maintain performance of assigned duties and responsibilities to achieve the desired outcome
- Ability to communicate effectively verbally, in writing, and by listening
- Ability to interact in a positive, effective manner with patrons, coworkers, and director
- Ability to perform with a minimum of supervision, to work collaboratively in a team environment, and to demonstrate professional standards, good judgment, dependability, and timeliness in work environments
- Ability to adapt to multiple demands and changing priorities, to learn, and be willing to embrace change. Remains flexible.
- Ability to type with accuracy at moderate speed
- Ability to gather and relay basic information and instructions regarding the operation of the library
- Ability to multitask with interruptions and manage priorities
- Works well independently and as a team member
- Presents a friendly and professional “face” of the library as this position is typically the first staff member in patron contact
- Ability to comprehend and follow verbal and written instructions and to read and understand policies, procedures, and other required internal communication
- Must be able to stand for long periods of time, bend, lift/move library materials weighing up to 25lbs; push book carts of up to 125 lbs

To apply, please submit a cover letter and resume to Library Director Peter Lehu at lehup@buckslib.org.

The Township is an Equal Opportunity Employer.