

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: \$17.33/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
- Excellent customer service, communications and organizational skills
- Ability to relate well and effectively communicate with library users of all ages, including adults, teens, and children
- Ability to multitask with interruptions and manage priorities
- Flexibility and ability to adapt in a complex and changing environment
- 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

This job description is intended to be a tool to describe the primary purpose of the job and the key duties and responsibilities. The position description may not be inclusive of all duties and job assignments. Job duties and responsibilities may be added, deleted, and/or revised at the discretion of management.

The Township is an Equal Opportunity Employer.