



CIRCULATION CLERK - HOURLY

JOB DESCRIPTION

Department: Circulation Services	Benefits: No
Division: N/A	Time: General minimum of 10 hours per week and maximum of 999 hours per year, as determined by Library needs, including evening and weekend hours.
Job Type: Non-Civil Service	FLSA Status: Non-Exempt
Reports To: Associate Director	Wage Range: \$14.2960-\$15.7260 per hour for Circulation Clerks \$15.8884-\$17.4760 for Information Assistants

JOB SUMMARY

The hourly Circulation Clerk performs detailed clerical work that involves the automated circulation of Library materials and the maintenance of related files. Circulation duties demand extensive public interaction, and the clerk must be continually positive and friendly while handling many tasks at once in a busy environment. Duties are carried out under specific procedural guidelines and supervision of the Associate Director; Circulation, Café, and Volunteer Manager; or senior Circulation Clerks. An hourly Circulation Clerk may also be trained to work as an Information Assistant, with duties at the first-floor information desk, the second-floor adult reference desk and computer lab, and the children’s question desk.

ESSENTIAL FUNCTIONS

- Serves the public at the circulation desk by checking out and checking in library materials, collecting fines, issuing library cards, explaining policies, etc.
- Utilizes the Library’s computer system for various circulation services and functions.
- Answers telephone both for Circulation Services and for the entire Library.
- Issues borrowers’ cards and maintains files.
- Handles monetary transactions with accuracy.
- Processes interlibrary loans and hold requests.
- Represents the Library at outreach events in the community.
- Shares responsibility for the smooth running of the circulation desk, including maintaining a prompt and reliable attendance record.
- Performs other related duties as assigned.
- Attends department and other meetings as scheduled.

JOB REQUIREMENTS

Education & Experience

- Associates degree or equivalent required.
- 25 words per minute keyboarding skills.
- One year successful, continuous work experience.
- Passing score on shelving test.
- Public service, library, and supervisory experience all preferred.
- Bilingual skills (especially Spanish or Chinese) desirable.

Knowledge of

- Basic word processing and spreadsheet software.
- General office and clerical procedures.

Skills

- Strong commitment to excellent public service; friendly, energetic, and adaptable.
- Good organizational, interpersonal, and decision-making skills to work effectively with patrons, staff, and visitors.
- Excellent verbal and nonverbal communication skills.
- Dependability and honesty.
- Physical strength and agility sufficient to push loaded book trucks, to lift and carry up to 40 pounds, to access high and low shelves, and to work on one's feet for an entire shift.

Ability to

- Quickly develop a thorough knowledge of the Library's circulation system and collection security system.
- Quickly develop a thorough knowledge of circulation procedures and activities.
- Master complex, detailed routines.
- Understand and follow detailed oral and written instructions.
- Learn and follow all relevant Library policies.
- Complete work with speed and accuracy and handle frequent, sudden task changes effectively.
- Work with the public, visitors, and staff in a consistently friendly and courteous manner.
- Work in a team atmosphere in a consistently cooperative manner.

- Assume responsibility and work neatly, efficiently, and accurately without direct supervision.
- Communicate effectively orally and in writing.
- Enforce Library's policies.
- Work full range of Library hours, including evenings and weekends. Maximum availability desirable.
- Work additional hours beyond those regularly scheduled as necessary and for the Library's needs.

Licenses, Certifications, and Memberships Required

- None.

CONTACTS: INTERNAL/EXTERNAL

- Daily contact with patrons and staff.
- Frequent contact with visitors.

SUPPLEMENTAL INFORMATION

Working Environment: *The work environment characteristics described herein 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.*

- The work will occur primarily at The Urbana Free Library.
- Occasionally, staff perform outreach at offsite locations.
- Typical work schedule could include any hours that the Library is open in addition to time before and afterwards, with flexibility depending on the needs of the department.

Physical Requirements: *The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.

Hearing: Hear in the normal audio range with or without correction.

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.

The Urbana Free Library is an Equal Opportunity Employer.

Last updated: July 2018