



## Circulation Clerk

Department: Circulation

Reports to: Head of Circulation

Chain of Command: No

Certifications: n/a

Level: 9

FLSA Status: Non-Exempt

### Position Summary

All staff work together to create opportunities for our community to become its best. As a member of the library team, I am essential in providing excellent experiences by being proactive and helpful. Being hospitable and positive, I assist in the use of library resources by putting Circulation procedures into action.

### Essential Functions

#### Expertise

- I create opportunities for our community and visitors to become their best by demonstrating exceptional experiences in the library.
- I assist new and returning patrons by issuing library cards, updating records as necessary, and helping them to access online resources by keeping records current and valid.
- I keep patron accounts accurate by properly recording fines paid. Taking a variety of payments and being able to count change and countdown the drawer is an essential part of my daily routine.
- I help maintain holds, loans from other libraries, and courier items by sorting, shelving, and alphabetizing correctly.
- I prepare communications with patrons, both physical and digital, in a manner to help patrons get their materials as timely as possible.
- I reliably keep statistics for the department and/or library that are clear and accurate.
- I represent the needs of the department by supervising within the department's chain of command, as well as directing and leading the pages in the absence of the department head.
- I understand and follow all procedures for opening and closing the department so my coworkers and I can perform effectively.
- Based on my interests or knowledge and with my supervisor's permission, I may help with programming or projects unrelated to my regular duties with the allotted time equaling no more than 5% of my annually scheduled hours.

#### Customer Service

- I am approachable and understanding so that I can assist patrons in accessing materials through loans to their patron account.

- I remain customer focused when aiding patrons or when answering directional or general library questions.
- I communicate well when answering the renewal line at the service desk to assist patrons and staff.
- I understand technologies such as the copier and the fax machine to give quick and effortless help to our patrons.
- I help resolve issues with patrons and help assure they have good experiences in the library.
- I am an advocate for books and reading, taking the time to talk to patrons when assisting them.

#### Professionalism

- I am a vital component in an engaged and thriving community.
- I always represent KHCPL by being ethical, sympathetic, and responsible.
- I communicate well, in person and by email or phone.
- I keep the library a welcoming place by knowing and reminding patrons of the Patron Code of Conduct.
- I will work with and cooperate with all staff in all departments to keep a friendly and inviting library.
- I stay informed of library news and events by regularly reading and responding to emails, memos, and other library related documents.
- I remain flexible and accept new or temporary job duties as the need arises and the library evolves.

#### Nonessential Functions

- I help maintain the image of the library by performing simple mending of materials and routinely keeping materials clean and presentable.
- I frequently communicate with my supervisor and other staff to give input and ideas on how to continually make the library a better place for our community.
- I recognize that we work as a team and help coworkers in my own department and in other departments as much as I am able.

#### CORE ABILITIES CRITICAL TO ALL STAFF

- I am customer focused.
- I am cooperative and a collaborator.
- I am understanding and compassionate.
- I am a self-starter and have a strong work ethic.
- I am flexible and open to change.
- I am an effective communicator.
- I am a problem solver.
- I am responsible and honest.
- I am ethical, use good judgment, and stay calm under pressure.
- I am a continuous learner.
- I am approachable.

#### Knowledge and Skills

- I possess good math and money handling skills.
- I have good typing/data entry skills.

#### Educations/Experience and any pertinent Certifications

- High school diploma or equivalent.
- 1 year or more experience working with the public.

#### Working Conditions

Unless reasonable accommodations can be made, while performing this job the staff member shall:

- Use strength to lift items needed to perform the functions of the job, usually no less than 25 lbs. and no more than 50 lbs.
- Sit, stand, and walk for required periods of time.
- Utilize standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal, spoken word levels.
- Communicate effectively in English, using proper grammar and vocabulary.
- Use hands, arms, and fingers to manage objects and operate tools, computer, and/or controls.
- Work in normal library working conditions; moderate exposure to office and maintenance chemicals.
- Encounter normal fluctuations in interior conditions, such as noise and temperatures.

*This job description is not intended as, nor should it be construed as exhaustive of all responsibilities, skills, efforts, assignments or working conditions associated with this job.*

Kokomo-Howard County Public Library provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military. We encourage applications from members of underrepresented minority groups.