



Circulation Clerk - Russiaville

Department: Branches

Reports to: Branches Assistant

Chain of Command: NO

Certifications: NA

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 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 am responsible for and understand and follow all procedures for opening and closing the department so my coworkers and I can perform effectively.
- I perform custodial duties as required including room set up and tear down, trash disposal, and general cleaning as needed.
- I participate in planning and implementing library events and programs as they relate to my department and the library.
- I bring attention to library material by creating displays that are current, timely, and relevant.
- I ensure materials can be found by routing them to their correct home locations, sorting them by physical areas within the branch, and shelving materials correctly.
- I “read” shelves by checking that items are in the correct order on the shelves.

- When I find materials that may need mending, I route them to the appropriate selector.
- I shift materials as needed and keep the shelves looking orderly.
- I assist patrons with more involved computers and printing questions as well as helping to troubleshoot personal technology when reference staff are unavailable.
- I am well-informed about library programming, services, and resources, and use that knowledge to make recommendations to patrons.
- I assist patrons with the use of library databases and library subscriptions.
- I understand technology and library equipment to give quick and effortless assistance to our patrons.
- I represent the library at community events and organizational meetings when needed.
- I promote, handle, and sell tickets for library and community events as needed.
- I provide a friendly and welcoming atmosphere.

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 department and other departments as much as I am able.

Knowledge and Skills

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

Education/Experience and any pertinent Certifications

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

Working Conditions

Unless reasonable accommodation 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.
- 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 handle objects and operate tools, computers, 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.

Core Abilities

- I am a vital component in an engaged and thriving community.
- I am understanding and compassionate.
- I am cooperative, a collaborator, a problem solver, and a continuous learner.
- I am approachable and understanding so I can assist others in accessing materials or services.
- I remain customer-focused when aiding anyone, answering directional or general library questions, or in any other job duty.
- I effectively communicate, verbally and in writing, with patrons and staff, providing clear and helpful information in a friendly and approachable manner.
- I understand technologies that are necessary to fulfill my job duties to give quick and effortless help to our patrons.
- I help resolve issues and help ensure that all have good experiences in the library.
- I am an advocate for books and reading, taking the time to talk to patrons when assisting them.
- I represent KHCPL by being honest, ethical, sympathetic, responsible, and staying calm under pressure.
- I keep the library a welcoming place by knowing patron-facing policies such as the Patron Code of Conduct, Crisis Handbook, Circulation, and others.
- 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.

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.