

**Madison Public Library**  
**Learn Create Enjoy**

Madison Public Library is a community resource offering lifelong enrichment opportunities through access to ideas, information, interaction, and creative participation.

**Job Title:** Circulation Clerk

**Classification:** Clerk 1 (Range 2)

**Hours of Work:** Part-time

**Immediate Supervisor:** Head of Circulation

**Overall Supervisor:** Director

**Nature of Work**

This employee provides outstanding customer service to all library patrons and is responsible for a variety of clerical tasks dealing with the daily operation of the library and the circulation of materials to library users. This position includes evening and weekend hours.

**QUALIFICATIONS**

**A. Education/Experience:** High School diploma or equivalent; one year of library experience preferred; customer service experience preferred; prefer eligibility to become a passport acceptance agent.

**B. Knowledge, Skills, And Abilities:**

- Ability to learn assigned tasks readily, express self effectively, and carry out oral and written instructions.
- Ability to manage time effectively and efficiently; focuses time and effort on priorities.
- Ability to multi-task in a highly dynamic environment.
- Ability to work independently, problem solve, and make decisions within established guidelines.
- Demonstrate general understanding of basic computer skills coupled with a basic understanding and knowledge of computer equipment, software programs, searching the Internet and accessing email account.
- Good communication and interpersonal skills including the ability to establish/maintain harmonious relationships with customers, visitors, staff, and supervisors.
- Good knowledge of the English language and grammar/usage.
- Knowledge of basic math skills and the ability to make change.
- Knowledge of basic office/clerical practices and machines including typing and filing.

**PRIMARY DUTIES**

These include but are not limited to:

- Accurately check library materials in and out using automated library system following established policies and procedures.
- Assist customers with self-check system and ~~RFID system~~.
- Assist patrons with reserving a meeting room on website web form.
- Assist with daily holds pull list, especially on Saturdays.
- Edit library patron records.
- Empty and check in book drop.

- Keep circulation desk and drive up window area neat and clean. Restock supplies as needed.
- Look for lost or misplaced items in the collection for patrons.
- Maintain awareness of popular materials and share that knowledge with all patrons.
- Notify patrons of overdue materials and outstanding fines. Collect fines and fees and record.
- Perform opening and closing procedures.
- Process reserves which includes shelving holds daily and purging expired holds weekly.
- Provide outreach services on bookmobile or at other locations in the community.
- Record reference questions on library app.
- Register patrons for such services as library patron cards, voter registration, and Golden Buckeye application.
- Shelf video games and new books. May shelve other materials as necessary. Shelf read collection.
- Take incoming telephone calls; provide general information about the library and programs, and route patrons to appropriate personnel for more in depth assistance.
- Various other duties as assigned, including but not limited to: Placing holds for patrons as necessary. May pack up items on hold to ship in cargo. May shelve, straighten, and shift books and other materials as needed. Maintain brochure display areas and bulletin boards. Mend and repair damaged materials. Cover and label new materials.

## **ACCOUNTABILITIES**

- Ability to access, read and write on work email.
- Ability to perform a basic search of the Internet.
- Able to handle yourself in a crisis situation.
- Assists and communicates in a positive manner.
- Complete honesty is maintained when handling money.
- Confident in handling/respecting Intellectual Freedom/First Amendment Rights of others.
- Follows library procedures when completing registration forms and issuing library cards.
- Knowledge of circulation procedures is exhibited.
- Maintains confidentiality of patron records and information.
- Maintains accurate statistics.
- Performs procedures efficiently and completes assigned work tasks without prompting.
- Possess patience, tact, and courtesy in dealing with the general public
- Recognizes/Respects the diversity of the work force/customers.
- Rules are applied equally to all patrons.
- Serves patrons promptly and courteously.
- Understanding of job duties.
- Understanding of where library materials are located and why.
- Understands general library policies and procedures.
- Understands Online Public Access Catalog (OPAC).

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific duties does not exclude them from 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.

I agree I have been given a copy of my current job description. I am aware it is my responsibility to understand the duties expected of me. If I do not understand, I will discuss my duties with my supervisor.

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| _____<br>Signature | _____<br>Print Name | _____<br>Date |
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| _____<br>Supervisor Signature | _____<br>Date |
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| _____<br>Director Signature | _____<br>Date |
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