**City of Portage**

Job Description

**Job Title: Circulation Clerk**

**Department: Portage Public Library**

**Reports To: Circulation Supervisor**

**SUMMARY**

Under immediate supervision, performs public service, clerical and other library work as assigned.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** (Other duties may be assigned.)

1. Provides service at the circulation desk including: prepares library for opening; checks materials in and out using computer terminal; greets and directs patrons to various locations or locates materials; answers the phone; registers new patrons on library computer system; uses computer terminal to provide information to the public or explains how to use the library's computer system; receives and resolves complaints or refers public to a supervisor; collects and records fines and fees;
2. Sorts and routes mail; sends library notifications, overdue notices, etc.
3. Serves as back up for the processing of interlibrary loan materials for the patron holds shelf.
4. Answers directional questions; refers patrons to the appropriate staff member as needed.
5. Assists patrons in using library equipment such as computer, photocopier, microfilm reader, etc.
6. Processes, withdraws, repairs, or reconditions library materials.
7. Assists supervisor with library programs and displays or other special projects as needed.
8. Performs light housekeeping and ensures library is tidy and welcoming.
9. Performs other related work.

**SUPERVISORY RESPONSIBILITIES**

This job has no regular supervisory responsibilities, occasional supervision of volunteers possible.

**KNOWLEDGE AND ABILITIES**

1. Ability to learn pertinent computer programs or software and to effectively use them to perform assigned duties.
2. Ability to effectively present information and respond to questions from patrons.
3. Ability to maintain confidentiality of library patron information.
4. Ability to follow detailed directions.
5. Ability to operate library business machines properly.
6. Ability to work independently, organize and prioritize work, respond to varied/changing work demands and make decisions as required.
7. Ability to understand and perform assigned library procedures.
8. Good interpersonal skills and the ability to maintain and foster cooperative and courteous working relationship with the public, peers, and supervisors.
9. Keyboarding and filing ability.
10. Working knowledge of English grammar and spelling.
11. Working knowledge of library methods and procedures.

**EDUCATION AND EXPERIENCE**

**Required:**

1. High school diploma or equivalent.
2. Experience working with the public in a professional/work setting (retail, food service, reception, etc.)

**Preferred:**

1. General computer skills and/or general office experience or training.
2. Experience working in a library.

**LANGUAGE/COMMUNICATION SKILLS**

1. Ability to read and comprehend simple instructions, short correspondence, and memos
2. Ability to write simple correspondence.
3. Ability to effectively present information in one-on-one and small group situations to patrons and other employees.

**MATHEMATICAL SKILLS**

Ability to add and subtract two digit numbers and to multiply and divide with 10’s and 100’s. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

**REASONING ABILITY**

Ability to deal with problems involving a few concrete variables in standardized situations.

**CERTIFICATES, LICENSES, REGISTRATIONS**

None required.

**PHYSICAL DEMANDS**

1. Bending/twisting, and reaching.
2. Far vision at 20 feet or further; near vision at 20 inches or less.
3. Keyboarding, writing, filing, sorting, shelving, and processing.
4. Handling: processing, picking up and shelving books.
5. Lifting and carrying: 50 pounds or less.
6. Pushing and pulling: objects weighing 300-400 pounds on wheels.
7. Sitting, standing, walking, climbing, stooping, kneeling, and crouching.
8. Talking and hearing; use of the telephone.

**ENVIRONMENTAL/WORKING CONDITIONS**

1. Flexible work hours; frequent and regular evening and weekend hours.
2. Inside work environment.
3. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EQUIPMENT USED**

Book cart, calculator, fax machine, computer, library automation system, microfilm reader, photocopier, and telephone.