

MANLIUS LIBRARY CIRCULATION CLERK



SUMMARY

The mission of the Manlius Library is to serve as a community center providing free and equal access to cultural, intellectual, and informational resources for community members of all ages. Staff of the Manlius Library work together to ensure that all aspects of the services and operations of the library are in support of the library's mission. The circulation desk is the hub of the Manlius Library and is frequently the first point of contact for patron inquiries about our collection, services, and general library information. As a representative of the Manlius Library and the Circulation Department, it is essential that the Circulation Clerk demonstrate strong communication and customer service skills and maintains a proactive, positive, and helpful attitude while serving patrons.

The Circulation Clerk reports directly to the Circulation Manager and should work closely with the Circulation Manager to develop a clear understanding of job responsibilities, expectations, priorities, skills and abilities, and training needs and opportunities. In the absence of the Circulation Manager, the Circulation Clerk reports to the Deputy Director.

DUTIES AND ESSENTIAL JOB FUNCTIONS

- Performs all opening/closing procedures
- Assists patrons at the circulation desk
- Performs the full range of circulation desk procedures using automated circulation system
- Empties and processes book drop and manages items on the requested items/holds list
- Registers patrons and collects fines and fees following appropriate procedures
- Responds to telephone inquiries
- Performs other duties as assigned

SKILLS

- Desire to meet and serve the library's patrons and community
- Ability and desire to provide high level of customer service
- Ability to exercise initiative and independent judgment
- Knowledge of computers, the internet, and library software
- Ability to make decisions, follow procedures, and interpret policies
- Ability to establish and maintain effective working relationships with coworkers, supervisors, and the public
- Ability to organize job duties and work independently

REQUIRED

High School Diploma or GED equivalent

PHYSICAL REQUIREMENTS

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is frequently required to reach with hands and arms, stand, walk, sit, talk, and hear. The employee is occasionally required to kneel and crouch. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.