



TOWN OF UPTON, MASSACHUSETTS

CIRCULATION CLERK JOB DESCRIPTION

Position Purpose:

The purpose of this position is to perform administrative and clerical work supporting the operations of the Circulation Desk in the Library. Performs all other related work as required.

Supervision:

Supervision Scope: Performs varied routine but responsible library functions, according to prescribed procedures, requiring attention to detail, accuracy, initiative and reliability.

Supervision Received: Work is performed under the general direction of the Library Director; all unusual situations or questions are referred to supervisor.

Supervision Given: None.

Job Environment:

Work is performed under typical library conditions; the noise level is moderate at most times. Library operating hours may require evening and weekend work.

Operates computer, telephone, facsimile machine, copier, calculator, typewriter, and other standard office and library equipment.

Makes frequent contacts with the general public and library staff. Contacts are in person, in writing, and by telephone and usually involve the provision of information to the public or interested parties.

Has access to personal information about patrons which requires the application of appropriate judgment, discretion and professional protocols.

Errors could result in reduced levels of library service and poor public relations for the library.

Essential Functions:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.)

JOB DESCRIPTION

CIRCULATION CLERK

Conducts library circulation procedures (charge and discharge library materials; creates and maintains borrower's accounts; facilitates and implements requests for library materials).

Prepares and processes library materials for circulation.

Shelves library materials and maintains collections in proper order.

Contacts patrons to inform them of account activities such as receipt of requested materials and overdue items.

Assists patrons in using and locating library materials and resources.

Assists librarians to meet patrons' reference, reader's advisory and bibliographic instruction inquiries.

Assists librarians to develop and implement library displays and programming support activities.

Participates in regional and network workshops, seminars and committees related to library circulation applications and functions.

Directs and instructs patrons with computer operations and concepts as well as troubleshooting.

Assists patrons with general office equipment, functions, i.e. scanning, faxing, copying, etc.

Performs similar or related work as required, directed or as situation dictates.

Recommended Minimum Qualifications:

Education, Training and Experience:

High school education; one year of related experience in customer service or retail; or any equivalent combination of education and experience.

Knowledge, Ability and Skill:

Knowledge: Basic knowledge of modern library procedures, experience in automated library circulation or related experience with computerized data base systems, personal computers or cash registers.

Ability: Ability to communicate effectively with all members of the public, including children, in a courteous and tactful manner. Ability to file alphabetically and numerically. Ability to operate a computer and other standard office equipment and work both independently and with others as required.

JOB DESCRIPTION

CIRCULATION CLERK

Skill: Skill in all of the above listed tools and equipment. Excellent customer service skills. Proficient computer skills and office software including word processing, databases, internet and spreadsheet applications.

Physical Requirements:

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

Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files, and other common office objects. Ability to view computer screens and work with details for extended periods of time. Ability to operate a keyboard and calculator at an efficient speed. May move objects weighing up to 30 pounds.

(This 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.)