



CITY OF HIAWATHA, IOWA

Library Circulation Clerk

DATE: Adopted 12/18

CLASSIFICATION:
Non-Exempt

SALARY GROUP/GRADE:

DEPARTMENT:
Library

JOB DESCRIPTION:

Summary/Objective

It is the responsibility of the Library Circulation Clerk to perform tasks involving the application of standard library routines that are learned on the job.

DISTINGUISHING CHARACTERISTICS:

The Library Circulation Clerk is under the supervision of the Library Director and the Library Circulation Manager.

ESSENTIAL FUNCTIONS:

Employer may make reasonable accommodations to enable individuals with disabilities to perform the essential functions.

1. Provides direct service to patrons.
2. Issues library cards, collects fines and fees, calls users and updates patron records on systems. Sorts materials for shelving; answers telephone and directs calls; assists users with technology.
3. Responds to and resolves sensitive citizen inquiries and complaints and directs issues to appropriate staff when necessary.
4. Answers patrons' directional and procedural inquiries.
5. Provides information and reader's advisory services as assigned.
6. Shelves materials and maintains the orderly arrangement of materials.
7. Assists with reading programs.
8. Assists with maintaining accuracy of patron records.
9. Assists with recovery of incomplete library materials
10. Assists with tracking location of library materials
11. Assists with technology related issues
12. Answers reference questions.
13. Charges and discharges material on the automated system.
14. Assists other city departments and any other duties as assigned.
15. Performs related work.

QUALIFICATIONS (POSITION REQUIREMENTS AT ENTRY):

- Knowledge of organization and operation of the library.
- Books, authors and book classification.
- Modern office procedures, methods, and computer equipment and software.
- Awareness of current social, cultural, and educational topics and trends.
- English usage, spelling, grammar and punctuation.

SKILLS AND ABILITIES (POSITION REQUIREMENTS AT ENTRY):

- Ability to learn library procedures readily.
- Ability to learn quickly and put to use new skills and knowledge brought about by rapidly changing information and/or technology.
- Ability to work a flexible schedule that includes day, night and weekend hours, including hours outside of regularly scheduled time.
- Ability to work in an environment of shifting priorities and frequent interruptions, hectic pace and interaction with staff and public.
- Working with diverse socio-economic, cultural and ethnic backgrounds of patrons and staff.
- Ability to understand and follow moderately complex oral and written instruction.
- Self-motivation and organizational ability.
- Skill in oral and written communication.
- Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities.
- Some knowledge of major fields of learning, comprising the social sciences, natural sciences and humanities.
- Utilizing computer technology used for communication, data gathering and reporting
- Some knowledge of basic reference sources.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.
- Communication, interpersonal skills as applied to interaction with coworkers, supervisors, the public, etc. sufficient to exchange or convey information and to receive work direction.

TRAINING AND EXPERIENCE (POSITION REQUIREMENTS AT ENTRY):

Some college and at least one year of customer service experience or any equivalent combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS (POSITION REQUIREMENTS AT ENTRY):

None.

ESSENTIAL PHYSICAL ABILITIES:

Positions in this class typically require standing, mobility, fingering, talking, hearing, seeing and repetitive motions.

Ability to exert up to 20 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Ability to perform sedentary work that involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SUPERVISORY RESPONSIBILITY:

This position has no supervisory responsibilities.

POSITION TYPE AND EXPECTED HOURS OF WORK:

This is a part-time position. General hours of work and days are dictated by library hours of operation. The library is open seven days a week. Hours of operation are anytime between 8 am and 8 pm. Evening and weekend work are required as job duties demand.

OTHER DUTIES:

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

SIGNATURES:

This job description has been approved by all levels of management:

Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____