

## Library Circulation Desk Clerk Job Description

### Summary of Position:

The Library Desk Clerk shall be directly responsible to the Library Director. The Clerk shall take direction on a daily basis from the senior staff member on duty at any given time. All employees are expected to read staff training and informational emails from the Director in a timely manner to keep abreast of policy changes and issues. The Clerks will fill in for one another in times of sickness or due to vacation whenever possible. The Library Board of Trustees shall set the pay scale for this position based upon current statewide and national averages.

### Required Qualifications, Knowledge, Skills & Abilities:

The Library Clerk shall have a high school diploma or be working towards a high school diploma with suitable working papers, clerical skills, knowledge of the Dewey Decimal system, and previous work experience in a customer service related position. The Clerk shall be able to follow directions, work accurately and efficiently, ask questions, make informed decisions, and be helpful and friendly when dealing with the public. The clerk must be familiar with the needs of children during busy story hours and be able to perform circulation tasks while families are present. The clerk shall have basic computer skills, including how to search the Internet, Microsoft Word basics, and how to use devices such as e-readers, tablets, and other technology utilized in the library. The primary duty of the Clerk is to check materials in and out and re-shelve materials. **Other tasks as assigned may be included in these duties.**

### Essential Duties:

- Check items in and out, place reserves, and other circulation related duties (reserve cart)
- Answer phones as needed
- Bring in mail from the exterior mailbox and sign for UPS packages at the desk.
- Use a cash register to take in fees and close out register
- Call patrons with items on hold for them
- Shelve all materials and do periodic shelf reading
- Make sure all forms at the circulation desk are stocked
- Ensure paper in copy machine is stocked
- Assist in putting up/taking down art exhibits as needed
- Assist patrons on the public access computers
- Respond to patron requests for help in locating materials or simple reference queries, including reader's advisory, or using e-readers with basic queries
- Interact in a positive and professional manner with other staff and patrons
- Understand the OPAC (online public access catalog) and the online full service website & assist patrons in their use
- Run the copy machine, fax machine, laser printer and other office machines
- Check donated materials / assist in cleaning out the book sale area
- Make sure bulletin boards are clean, organized, and postings are non-profit
- Ensure that all displays on end caps are filled and most recent magazines are displayed
- Clean out the magazine donation shelf periodically
- Fill scrap paper cans for patron search stations
- Update outside swinger boards as requested
- Assist processing clerk when time allows with laminating/covering materials/repairing materials
- Do monthly calls to patrons with expired cards to update information
- Assist staff in setting up, and breaking down, the meeting room for events
- Special assignments as required, including, but not limited to assisting with inventory, adding data to records, and building end cap displays/updating displays may be asked of this employee

**This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents may be required to follow any other instructions, and to perform any other related duties, as may be necessary.**

**Working Conditions/Physical Requirements:**

- Constant contact with patrons; must be able to maintain patience.
- Normal office environment with high computer and phone usage; standard office desk and chair. Carpeted and tile floors.
- Regular interruptions to assist the public.
- Must be able to lift and carry up to 25 lbs frequently. Carrying/lifting 25-50 lbs occasionally. Carrying/Lifting over 50 lbs infrequently.
- Reaching at, above or below, shoulder height is always required.
- Pushing/pulling always required for movement of book carts.
- Frequently grasps and handles items, finger dexterity required for typing and control of other office equipment such as telephones, copy and fax machines, and calculators. Torquing not required.
- Physical considerations; bending, squatting, crouching, twisting, balancing, climbing and kneeling all required at some time during duties. Crawling not required.
- During an 8-hour day this employee is required to sit for between 1-2 hours, stand for between 1-8 hours, and Walk for 1-8 hours.

**Cognitive & Sensory Requirements:**

- Talking: Necessary for communication with patrons, staff, and others.
- Hearing: Necessary for receiving instructions, queries from patrons, and requests from staff.
- Sight: Necessary for doing job effectively and correctly.
- Tasting & Smelling: Not Required.

**Summary of Occupational Exposures:**

- Exposure to dust, mold, mildew, and copy machine toner, and occasionally to cleaning and book processing fluids.

**Personnel Issues:**

Library employees are governed by the Barrington Public Library personnel policy.

Termination procedures for this position shall conform to Section 202-A: 17 of the NH Library Laws.

1 Position, 25 Hours per week (Hourly)