

**Posting: Fond du Lac Public Library
 Library Circulation Clerk 1 (Support Services)**

Applications due: Monday, November 30, 2015

Rate of Pay: \$13.61 to start

Number of Positions: 2 positions at variable hours per week (averaging approx. 19 hours per week annually)

JOB DESCRIPTION ESSENTIAL DUTIES

Library Clerks perform mid-level clerical tasks assigned by the Circulation Supervisor and Support Services Coordinator. The work involves responsibility for carrying out assignments by following standing instructions on routine procedures and established practices. The work requires considerable public contact at the Circulation Desk.

The essential duties listed below are representative of those working as a clerk in circulation. This list is not meant to be all inclusive. Other tasks may be assigned if they are of a similar nature. All library employees must be willing and able to work a flexible schedule including nights and weekends.

A. Provides service to the public at service desk

1. Processes the registration of borrowers; updates patron records.
2. Checks in/out library materials.
3. Collects fines, fees, and payments for overdue and lost/damaged materials; collects fees for meeting rooms, merchandise, art works, etc.
4. Processes refunds for library materials and vending machines as needed.
5. Assists patrons with managing their checkouts, including renewals, holds and interlibrary loan materials.
6. Directs patrons to meeting rooms and other service desks.
7. Handles incoming telephone calls and, when necessary, routes calls to other departments and/or staff.
8. Assists patrons with the operation of the self-check, copy, fax, and vending machines as needed.
9. Answers customer questions at Express branch and Chapter 52 used bookstore.
10. Explains Library policies and procedures to the public as needed.
11. Helps enforce proper library conduct when necessary.

B. Provides circulation support services at the Circulation Desk and in work rooms

1. Prepares service desk at the beginning of the day and closes desk at the end of the day. Example duties include checking the voicemail, logging into computers, setting up cash register, unlocking doors, etc.
2. Prints hold reports, notices, bills, and patron account information as needed.
3. Phones patrons regarding holds, overdue materials, and missing items.
4. Checks in and sorts returned materials; assesses items for damage or repair; processes items on hold.
5. Processes interlibrary loan items and paperwork.
6. Manages the hold shelves, including shelving, filing, and removing items.
7. Creates bills for lost and/or damaged items.
8. Maintains "problem" shelf; conducts searches for missing items.
9. Updates the location of materials (taking items out of new, putting items in display or storage)
10. Withdraws selected materials and performs simple mending tasks.
11. Uses postal machine to process outgoing mail.
12. Inventories and maintains supplies for the department.
13. Occasionally directs the work of pages and volunteers.
14. Acts as a backup for meeting room setups and light custodial duties.
15. Sorts and prices donations and materials for sale at the used bookstore.
16. Performs other duties as assigned.

REQUIREMENTS

A. Knowledge and Skills

1. Exceptional customer service skills.
2. Ability to pay close attention to detail.
3. Computer literacy skills commensurate with the position.
4. Ability to efficiently perform clerical tasks with limited supervision.
5. Ability to add, subtract, multiply, and divide without the use of a calculator.
6. Ability to communicate effectively verbally and in writing with customers and co-workers.
7. Ability to maintain patience, attentiveness, and empathy with patrons.
8. Ability to work effectively as part of a team and establish positive, mutually supportive working relationships with other staff.
9. Ability to exercise valid judgment in evaluating situations and making decisions.
10. Ability to maintain a professional attitude and demeanor at all times.
11. Ability to work independently at the Express branch or used bookstore.
12. Flexibility to try new procedures, accept new challenges, and adapt to change.
13. Willingness and ability to make logical exceptions to library policies and procedures when warranted.
14. Willingness to maintain and/or improve skills through active participation in continuing education activities.

B. Education/License/Certification Requirements

1. High school diploma or GED.

C. Physical Requirements

1. Standing, walking, stooping, and reaching.
2. Ability to work long hours while standing. A typical shift is 4 hours.
3. Talking and hearing; use of the telephone.
4. Far vision at 20 feet or further, and near vision at 20 inches or less.
5. Handling: picking up and shelving materials.
6. Fingering: keyboarding, writing, filing, and sorting.
7. Lifting, carrying: 30 pounds or less.
8. Ability to push or pull a book bin or cart of materials on wheels weighing 60 - 80 pounds.

ENVIRONMENTAL WORKING CONDITIONS

Library ; retail (used bookstore)

EQUIPMENT USED

- Computer and printer, including self-check touch screen computers
- Cash register
- Credit card machine
- Photocopier/scanner/fax
- Telephone
- Book carts and book bins
- Postage meter
- Calculator

To Apply:

Submit application to:
Jackie Braatz
City of Fond du Lac Human Resources
160 Macy Street
Fond du Lac WI 54935