



**Monroe County
Public Library**

Main Branch 303 E. Kirkwood Ave. Bloomington, IN 47408 812-349-3050	Ellettsville Branch 600 W. Temperance St. Ellettsville, IN 47429 812-876-1272
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An Equal Opportunity Employer

JOB POSTING INFORMATION

Applications Accepted January 4 through 5p.m. January 11, 2012

JOB TITLE: Clerk - Circulation

FLSA STATUS/BENEFIT LEVEL:

Regular, Non-Exempt, Full-Time

DEPARTMENT: Circulation

RATE OF PAY: \$10.60

JOB CLASSIFICATION: C

REPORTS TO: Circulation Manager and Supervisors

HOURS PER WEEK: 37.5

SCHEDULE: **Varied.** Day shifts, evenings and weekends required.

CERTIFICATION(s): NONE

MCPL schedules may be adjusted in response to changing operational needs.

Area(s) of concentration or expertise may include: ☐General ☐Adult ☐Teen

☐Children's ☐Outreach ☐Print ☐Non-Print ☐Electronic media

Other: **Excellent Customer Service skills and experience required.**

JOB DESCRIPTION AND SPECIFICATIONS

General Summary

Enriches the library patron experience by providing friendly and helpful customer service.
Maintains the circulation of the Library's various materials in an effective and efficient manner.

Essential Functions and Responsibilities

1. Provides excellent customer service. Responds to patron questions and comments in a positive, helpful and friendly manner. Assists patrons in meeting their circulation needs during visits to the library and when requesting circulation services via other access points. (E)
2. Using the library database, performs circulation functions such as checking out, renewing and checking in library materials, issuing library cards, verifying and updating patron records, processing holds and receiving money owed. (E)
3. Inspects returned materials for damage or misuse; reports and routes identified materials for billing, light repair or discard. (E)
4. Resolves circulation related questions, regularly addresses patron's basic directional and material location questions. Refers more complex informational requests to reference librarians or, when appropriate, supervisors. (E)
5. Keeps abreast of library's standard operational processes; communicates, enforces and supports department's policies, procedures and guidelines when dealing with the public and staff. (E)
6. Performs opening and/or closing duties and daily routines, such as: emptying return bins, transporting materials, straightening shelves and other tasks that enable the smooth and efficient flow of returned materials and that ensure the library is neat and presentable. (E)
7. Maintains confidentiality of patron information. (E)
8. May work occasional or regular shifts at main, branch, bookmobile or other circulation sites.
9. Processes standard requests for holds and conducts routine catalog searches on computer.

10. May perform various clerical functions such as answering phone and email queries, compiling statistics, entering data, light repair of materials and/or counting cash drawer.
11. May provide bi-lingual assistance (interpretation) and/or other special services.
12. Participates in departmental and library-provided training and educational programs.
13. Attends and contributes to departmental/unit meetings; takes part in special projects and committees as assigned.
14. Performs other library functions as assigned to position to ensure effective and smooth continuity of library operations.

(E) = Essential Job Function. Meets one or more of following criteria:

- 1). Core purpose of position; removing function would fundamentally change this position.
- 2). Limited number of employees available to perform function.
- 3). Expertise (knowledge, experience, education, credentials, etc.) required to perform this duty.

Knowledge, Skills and Abilities

- Strong interpersonal/customer services skills; ability to be consistently pleasant, positive and responsive to a diverse public and staff.
- Excellent listening and communication skills.
- Basic computer skills with working knowledge of keyboarding and standard software.
- Ability to deal with regular interruptions and multiple tasks.
- Ability to concentrate and pay close attention to detail.
- Ability to learn and operate basic office and mending equipment.
- Fluency in second language considered helpful.

Education and Experience

- High school diploma or equivalent required.
- Retail or similar customer service experience required.
- Other work/life experience demonstrating excellent communication skills and customer service commitment preferred.
- Previous Library experience helpful.
- May require verification of valid driver's license and proof of insurability should assignment(s) include regular travel.

Working Conditions

- Normal library working conditions; moderate exposure to office/maintenance chemicals (cleaning solutions, glue, paint, etc.).
- Occasional exposure to fluctuations in interior conditions such as noise and temperatures.
- Various repetitive actions and extensive use of video display terminals and keyboards.
- May encounter exposure to outside elements; heat, cold, rain, snow, ice, etc. when traveling on library business (Bookmobile or similar assignments).
- Frequent walking and standing for extended times.
- Frequent moderate lifting (25 lbs.) and regular heavy lifting (up to 50 lbs). Assistance with excessive loads may be required.

- Regular pushing of fully loaded book carts (filled carts may weigh over 100 lbs).
- Must be able to shelve at floor level and shelves above six feet.

Supervision Received

Occasional supervision; most duties are related, and work is performed following standard instructions and procedures. Unusual problems, frequently with suggestions for correction, are referred to supervisor/manager.

Supervision Exercised

None.

This job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, assignments or working conditions associated with this job.

Reasonable accommodations may be made to enable individuals with identified and communicated ADA disabilities to perform the essential functions of this job.