

**JOB DESCRIPTION  
CITY OF DEWITT  
DEWITT COMMUNITY LIBRARY**

**TITLE:** *Library Circulation Clerk*

**DEPT:** LIBRARY

**FLSA:** NON-EXEMPT

**JOB SUMMARY:** Under the immediate supervision of the Library Director.

**QUALIFICATIONS & EDUCATIONAL REQUIREMENTS:** High school diploma required, some college credits preferred. At least 1-2 years of customer service or administrative experience required. Night and weekend hours required.

**ADDITIONAL REQUIREMENTS AND SKILLS**

- Exceptional organizational and clerical skills.
- Provides excellent customer service to all library users
- Must be able to carry out policies and procedures established by the Board of Trustees.
- Displays working knowledge of computer applications, devices and interactive multimedia/audiovisual services.
- Must enjoy and work well with people of all ages.
- Establishes good working relationship with staff and volunteers
- Demonstrates a sense of community and is willing to understand and anticipate library users' needs.
- Reflects positive image in the community.

**SPECIFIC DUTIES**

- Performs and/or supervises daily library routine including sorting of mail, calling patrons for reserve materials, shelving and checking materials in/out.
- Assists library users with questions regarding the library fax, copier, and wireless printing services
- Help library users navigate the online catalog and provides directional assistance in locating specific materials.
- Provides courteous reference and reader's advisory assistance, registers borrowers, and keeps careful statistical counts including circulation.
- Assists Circulation and Customer Service Librarian with processing Interlibrary Loan requests and processing magazines
- Answers basic library customer questions about eBooks and patron personal devices (such as tablets, laptops, smart phones).
- Follows basic opening/closing procedures
- Collects and records money received for library fines and fees.
- Processes and files library card applications and prepares new library cards.
- Participates in overall planning for the library.
- May assist in processing new materials and periodicals
- Performs other related work as required.

**KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Strong customer service skills and must demonstrate friendly and courteous behavior to patrons of all ages. Ability to effectively express ideas verbally and in writing. Regular attendance/dependable. Must be detail oriented, self motivated and able to work alone or with a team. Honest. Ability to follow written and oral directions. Must have basic knowledge of PC's, Windows software applications, and the Internet. Must be willing to adapt to new procedures based on library needs and remain flexible. Must have the ability to take initiative and use good judgement and discretion in making decisions and referring questions. Has a positive attitude.

**WORKING CONDITIONS:**

Assists library customers in the use of the library and performs work which is moderately physically demanding. Inside office work performed under controlled conditions, but with occasional humidity, poor ventilation and noise. May need to stand for extended periods of time. Occasional climbing, stooping, kneeling, and reaching activities. Requires ability to converse, using verbal and listening skills, with citizen customers and staff. Ability to deal with difficult people. Requires clarity of vision 20" or less, and 20' or more as well as eye/hand coordination, manual/finger dexterity and motor coordination. Requires clerical, forms, numerical, and verbal perception. Minimal physical strength requirements involving the moving, lifting, pushing, carrying and pulling of objects weighing up to 50 pounds.

**REQUIREMENTS:** Any combination of training and experience that provides the required knowledge, skills and abilities.

**DISCLAIMER:**

All duties and requirements in this job description have been determined by the employer to be essential job functions consistent with ADA requirements and are representative of the functions that are necessary to successful job performance. They may not however reflect the only duties performed. Employees in this job class will be expected to perform other job related duties when it can be reasonably implied that such duties do not fundamentally change the basic requirements, purpose or intent of the position.

Approved by the Library Board of Trustees 09/04/19