

## City of Claremont, New Hampshire Position Description

<b>Position Title:</b>	Circulation Clerk	<b>Union/Merit:</b>	Merit
<b>Reports to:</b>	Library Director	<b>Grade Level-Points:</b>	Part Time
<b>Department:</b>	Library	<b>Revised/Updated:</b>	04/10/05
<b>FLSA Status:</b>	Non-Exempt		

### Job Summary

Under supervision, the incumbent performs paraprofessional librarian duties requiring knowledge of library organizations and operations in support of the library's mission. The position performs circulation desk duties, assists patrons with informational needs and reader's advisory; assists the Children's Librarian with programming for the Children's Department. The work performed is subject to review through observation, reports and the results achieved.

**Essential Job Functions** (Except as specifically noted, the following functions are considered essential to this position. The listed examples may not include all duties found in this class)

1. Performs circulation functions including: checking in/out and renewing materials, checking patron's current account status and collecting any fines, updating information in patron database
2. Assists patrons in use of the micro-film machine, word processing computers and the various programs on them, typewriter, OPAC, CD-ROMS, Internet computers, and other electronic resources and helps patrons in locating needed materials.
3. Practices good customer service relations.
4. Operates PC, photocopy, fax, micro-film machine and other basic office machines and keeps equipment clean and filled with paper and other supplies
5. Shelves library materials in proper order.
6. Answers phone inquiries and telephones patrons when reserve books are ready.
7. Answers reference questions, and refers patrons to other appropriate service assistance.
8. Assists patrons in finding books and using library services and equipment as requested; provides reader's advisory and reference services.
9. Performs all opening/closing procedures in work area/public areas as needed.
10. Supervises pages on nights and Saturdays and makes sure all tasks are accomplished.

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The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The use of an 8 hour day is to show the typical condition requirements for sitting walking and standing and should not be construed that all jobs are 8 hours.

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11. Covers and labels materials as needed.
12. Opens and closes rooms as needed.
13. Assists with patron programming and events.
14. Assists in the design and maintenance of bulletin boards and other in-house marketing endeavors.
15. Handles all aspects of the “overdues” process by calling the patron’s who have overdue materials, billing when necessary, maintains overdue and MIA folders, and seeing to the return of overdue materials.
16. Process library cards by double checking patron information on registration cards and in database, running patron barcodes and laminating, maintains file of all processed cards, and making sure registration cards are filed appropriately.
17. Performs a variety of library support functions such as generating letters, memos, flyers, booklists, etc. including creating a list of VCR and DVD’s for patrons.
18. Weeding of new book shelf when it becomes crowded.
19. Performs various ILL tasks.
20. Promotes any book discussion or program going on at the library.
21. Creates and maintains a database for vital statistics (death, births, marriages) from the Eagle.
22. Provides coverage in other areas of the library in emergencies, necessitating full knowledge and understanding of circulation and reference procedures.
23. Maintains familiarity with and executes safe work procedures associated with assigned work.
24. Performs other related duties as assigned.

### **Peripheral Duties**

Perform the duties of subordinate personnel as needed.

Analyze and recommend improvements to equipment and facilities, as needed.

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Participate in various committees.

### Desired Minimum Qualifications

#### *Education and Experience:*

High school degree or equivalent; college degree preferred with one or two years of work in a library setting *OR*; any combination of education, training and experience that provides the knowledge, skills and abilities required for the job.

Computer and typing skills required. Must be able to type 40 wpm.

#### *Necessary Knowledge, Skills and Abilities:*

Knowledge of:

- Concepts, principles, tools, practices and techniques of library science to assist patrons with locating specific and general information.
- Modern office methods, procedures, equipment, and standard clerical techniques.
- Word processors or computers.
- Techniques of effective time management.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- Record keeping, report preparation, filing methods and records management techniques.
- Thorough knowledge of circulation procedures.
- Thorough knowledge of applicable laws, ordinances, and department rules and regulations.

Ability to:

- Learn Dewey Decimal System, automated circulation system, and library circulation policies and procedures
- Learn and use the library's automation system, online products, CD-ROMS, and PC applications.
- Work independently and as part of a team.
- Communicate effectively orally, in writing, and by listening
- Follow through on assignments with accuracy.
- Use independent judgment.
- Be a self-starter.
- Keep patron confidentiality.
- Work a flexible schedule including evening and weekend hours.
- Establish and maintain effective working relationships with others.
- Demonstrated ability to communicate both orally and in writing.

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- Maintain electronic and written records and prepare reports and to document any and all information pertaining to the activities and responsibilities of the position.
- Maintain effective working relationships with department heads, employees, City Council and the public and to deal with service problems courteously and tactfully.

### **Skill in:**

- Working with both children and adults.
- Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Organizing work, setting priorities, meeting critical deadlines, and following up assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- Using computers to create and manage files, records, spreadsheets and databases and to enter and retrieve information.
- Operating general office equipment.
- Understanding and carrying out complex written and oral instructions.
- The use of the tools and equipment listed below.

### **Supervision Received**

Reports to the City Librarian and takes direction from the Circulation Librarian or Children's Librarian.

### **Supervision Exercised**

None

### **Responsibility for Public Contact**

Daily contact requiring courtesy, discretion, and sound judgment.

### **Licensing & Certification**

None Required

### **Tools & Equipment Used**

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Personal computer including Microsoft Office software, accounting software, microfilm/fiche reader, telephone, typewriter, calculator, copy machine, and fax machine, Bar-Code Reader, CD-ROM etc

**Typical Work Surface(s):** Standard office desk and chair; tables; computer work station, wood, tile, cement and carpeted floors.

**Typical Controls & Equipment:** Calculator, computer, printers, telephone, typewriter, copy machine, fax machine, postage machine, folder/inserter, microfilm/fiche reader, computer mouse.

**Typical Work Environment:** Inside: 99% Outside: 1%

**Summary of Occupational Exposures:** May be exposed to cleaning fluids, copier toner, etc. Works in a normal office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt and the like.

The incumbent's working conditions are typically moderately quiet. The incumbent's working time may require weekend/evening hours. The incumbent must work in summer heat without air conditioning.

In the summer months with doors and windows open the noise level from the streets can become very loud. Since doors and windows are open, there is a daily accumulation of additional dust and dirt in the library. Also, during periods of heavy activity the noise level can be loud.

### Physical Activity Requirements

#### PRIMARY PHYSICAL REQUIREMENTS

#### OTHER PHYSICAL CONSIDERATIONS

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<u>LIFT up to 10 lbs.:</u>	Frequently required
<u>LIFT 11 to 25 lbs.:</u>	Frequently required
<u>LIFT 26 to 50 lbs.:</u>	Frequently required
<u>LIFT over 50 lbs.:</u>	Not required

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<u>Twisting:</u>	Frequently required
<u>Bending:</u>	Frequently required
<u>Crawling:</u>	Rarely required
<u>Squatting:</u>	Frequently required
<u>Kneeling:</u>	Frequently required
<u>Crouching:</u>	Frequently required
<u>Climbing:</u>	Occasionally required
<u>Balancing:</u>	Occasionally required

<u>CARRY up to 10 lbs.:</u>	Frequently required
<u>CARRY 11 to 25 lbs.:</u>	Frequently required
<u>CARRY 26 to 50 lbs.:</u>	Occasionally required

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<u>CARRY over 50 lbs.:</u> Rarely required	<u>Grasping:</u> Frequently required
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<u>REACH above shoulder height:</u> Frequently required	<u>Handling:</u> Frequently required
<u>REACH at shoulder height:</u> Frequently required	<u>Torquing:</u> Occasionally required
<u>REACH below shoulder height:</u> Frequently required	<u>Fingering:</u> Frequently required
<u>PUSH/PULL:</u> Frequently required	
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**DURING AN 8-HOUR DAY, EMPLOYEE IS TYPICALLY REQUIRED TO:**

	<u>Consecutive Hours</u>	<u>Total Hours</u>
Sit	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Stand	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8
Walk	1 2 3 4 5 6 7 8	1 2 3 4 5 6 7 8

**Cognitive and Sensory Requirements:**

<u>Talking:</u>	Necessary for communicating with others.
<u>Hearing:</u>	Necessary for taking instructions and information.
<u>Sight:</u>	Necessary for performing job effectively and correctly.
<u>Tasting &amp; Smelling:</u>	Not required for the performance of the functions of this position.

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