

Position: Circulation Clerk

Facility and work area: Manchester Public Library

Job summary: Performs duties essential to the daily operation of the library. Duties relate to patron assistance, circulation, organization of materials, and housekeeping. Circulation Clerks are front-line employees providing basic services to patrons in a friendly, quality manner.

Supervision: Duties are performed under the supervision of the Circulation Services Librarian, Assistant Director, and Library Director. Circulation Clerks report directly to the Circulation Services Librarian.

Primary function: Performs a variety of library circulation and clerical work with a heavy concentration of public contact.

Required knowledge, skills, and abilities:

- Ability to learn established library methods, materials, and routines
- Ability to learn, understand, and follow library policies and procedures
- Ability to communicate effectively in person and over the phone
- Ability to establish and maintain good working relationships with other staff
- Ability to create a positive, courteous impression of the library
- Ability to establish good patron rapport
- Ability to follow written and oral instructions
- Basic typing and computer skills
- General knowledge of books, authors, and publications
- Ability to use basic reference materials and assist patrons in their use
- Ability to provide readers' advisory service
- Physical ability to push book truck and reach all shelves
- Ability to handle money properly and make change
- Ability to perform clerical tasks effectively
- Ability to perform other duties as apparent or assigned

Essential duties and responsibilities:

- Check library materials out and in, perform renewals, and perform reserves
- Assist patrons with basic informational requests
- Answer telephones
- Monitor public computer usage and assist patrons when possible
- Issue library cards and perform library card renewals
- Collect library fees
- Perform basic reference and readers' advisory services for all ages
- Perform good public relations
- Keep order in the library; supervise desk and surrounding areas
- Shelve books and other library materials; read shelves for accuracy; keep shelves of materials orderly, clean, and attractive
- Prepare books and other library materials for availability to the public
- Assist with check-in, preparation, and storage of magazines and newspaper
- Repair library materials
- Monitor and assist with the disposition of withdrawn and sale materials
- Receive and sort mail and shipments daily

- Maintain overdue material lists
- Monitor the reserve list
- Assist with circulation of library materials to retirement and nursing homes
- Assist with Interlibrary Loan
- Assist with use and monitoring of meeting room and genealogy room
- Participate in story times, special events, and other programming as needed
- Assist with school class visits and other group visits
- Attend staff meetings
- Assist with ordering and stocking of supplies
- Maintain displays of library materials and library/community information
- Perform light cleaning throughout library
- Assist with basic maintenance of building and grounds
- Open and close library when scheduled
- Use and help maintain standard office and library equipment, including computers, fax machine, typewriter, copy machine, printers, and telephones.

Other duties as apparent or assigned

Education and experience: Graduation from high school; previous library work or library volunteer work; or any equivalent combination of experience and training that would provide needed knowledge, abilities, and skills.

Environmental conditions: Work is performed primarily inside and requires the ability to either sit or stand for extended periods of time. The work exposes the employee to unpleasant social situations, significant work pace stress, and irregular work hours including nights and weekends.

Equipment and materials used: Computers, the Internet, library automation system, online databases, printers, copy machine, telephone with intercom, calculator, typewriter, fax machine, and various hand tools to perform hardware maintenance.

(Approved 11/2012; Revised 4/2021, amended August 11, 2022)