

Circulation Clerk

Vienna Public Library

Supervision

Works under the immediate supervision of either a Senior Circulation Clerk, Circulation Supervisor, or the Director of Library Services.

Primary Function

Under general supervision, performs a variety of library circulation and clerical procedures involving basic support services and services to patrons.

Abilities, Skills, and Knowledge Required

- Ability to follow written and oral instructions
- Ability to learn Dewey Decimal system, automated circulation system, and library circulation policies and procedures
- General knowledge of and interest in books, popular authors, and various types of media
- Ability to stand, bend, stoop, or stretch for most of a 4-8 hour shift
- Ability to establish good patron rapport
- Flexibility to deal with multiple and extra unexpected tasks and patrons simultaneously
- Basic typing/computer skills
- Ability to learn media/computer operations
- Ability to sort items in number/letter order and accurately enter data

Specific Duties

- Works at the circulation desk; schedule will include evening and weekend hours
- Performs all circulation desk duties using computerized system
 - Library materials check-in, check-out, renewal, holds, and patron registration and renewal
 - Collect patron fines and fees and make change as needed
 - Notifies patrons of reserved materials by phone or email
 - Complete purchase/ILL forms for materials we do not have
- Gives book and material recommendations and/or completes reader's advisory based on patron feedback
- Performs all opening/closing procedures in work area/public areas
- Monitors public use of library facilities
- Assists patrons in location of library materials and equipment
- Responds to telephone inquiries about library programs and services
- Performs basic reference work or refers it to senior staff member
- Shelves materials/reads shelves
- Schedules use of meeting room
- Performs additional duties, as required

Education and Experience Preferred

- One year clerical work experience
- High school graduate
- Public contact work experience

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility.