

Montgomery County - Norristown Public Library
Job Description

Title: Circulation Clerk	Classification: Support Staff I
Primary Work Location: Royersford, PA	Department: Royersford Free Public Library
Supervisor: Branch Manager	Number of Employees Directly Supervised: 0
Status: <input checked="" type="checkbox"/> Regular <input type="checkbox"/> Temporary	Fair Labor Standards Act Status: Non-Exempt
<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	Hours: <u>18</u> hours/week (Days, Evenings, Weekends)

Statement of Responsibilities

This position is responsible for providing outstanding public library service to patrons. The Circulation Clerk supports activities of the Royersford Free Public Library, a branch of Montgomery County-Norristown Public Library (MC-NPL), by staffing the public service desk, performing clerical tasks, and assisting the Branch Manager and other staff with projects and programming. The Circulation Clerk also acts as substitute staff at the main library, bookmobiles, and branches, as needed. The Circulation Clerk must be self-motivated, have a positive attitude towards customer service, possess personal integrity and a strong work ethic, and have the ability to work individually or on a team.

Organizational Relationships

Maintain positive working relationships with other MC-NPL departments and branches. Represent the branch to external agencies, including, but not limited to: service providers, schools, nonprofits, consortiums, district libraries, local municipalities, and county government.

General Responsibilities and Examples of Work

General:

- Carries out job functions without posing a health or safety threat to self or others.

Public Service Responsibilities:

- Answering telephone calls.
- Opening and closing the library.
- Registering library patrons.
- Resolving overdue and circulation issues.
- Assisting patrons with locating materials.
- Assisting patrons with material status, event registrations, and reminders by phone and email.
- Collecting fines and fees.
- Checking books in and out, and placing hold requests.
- Assisting patrons with computer use.

Back Office Responsibilities

- Shelving books and keeping shelf order.
- General maintenance of shelves in the department.
- Finding, processing, and shipping item hold requests.

Project and Program Responsibilities:

- Provide clerical and activity support to other staff for projects and programs.
- Perform other duties as required.

Qualifications for Employment

- High school diploma or equivalent.
- Previous customer service experience.
- Good organizational ability.
- Good reading and filing skills.

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- Ability to communicate effectively orally and in writing.
- Ability to deal effectively and pleasantly with the public.
- Good workstation computer literacy.
- Potential employment is contingent upon submission of the following background checks: PA State Police Criminal History, PA Child Abuse History Clearance, and FBI Criminal Background Check. Completion of PA State Mandated Reporter Training within 30 days of hire is also required.

Physical Demands or Requirements (* indicates essential requirement)

Strength/movement requirements

- *Able to lift or move 30 pounds
- *Able to bend to floor level and/or reach overhead
- *Able to stand and/or walk for 2 hours at a time
- *Able to sit for 2 hours at a time

Manual/physical dexterity requirements

- *Able to manipulate the keyboard of a computer, typewriter, or other office equipment
- *Able to manipulate a mouse, pointing device, or other input device
- *Able to manipulate data cables, cords, connections, or similar power and data devices
- *Able to manipulate pages of books, insert and remove disks, and manipulate library materials

Communication requirements

- *Able to use telecommunication devices to hear and speak with staff and the public
- *Able to see, understand, and create written material

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Print Name: _____

Employee Signature: _____ **Date:** _____

Supervisor's Signature: _____ **Date:** _____

Revised: November 11, 2022