

RACINE PUBLIC LIBRARY
Circulation Clerk II Position Description
Part-time; 10-20 hours per week
Grade D

POSITION PURPOSE:

Racine Public Library is a learning institution. It is expected that all employees be flexible, responsive to change, and take a leadership role when necessary. Employees will contribute to a positive customer experience with the public and co-workers. Essential duties may change in response to evolving community needs.

Under the departmental supervision of the Bookmobile Lead Supervisor and the administrative supervision of the Deputy Director, this position is responsible for giving the public a satisfactory experience at the Mobile Library while assisting in the circulation of library materials.

ESSENTIAL DUTIES:

- Handles simple reference and information services on the unit, and consults with the Reference staff regarding more complex questions
- Provides reader's advisory services and reads book reviews and other materials related to providing this service, and to recommend materials for purchase
- Checks out and in library materials
- Advises patrons of fines, fees and charges owed, and collects payment of it
- Answers general inquire of library services and give directions
- Effectively handles patron disputes concerning fines and items claimed returned
- Registers patrons for library cards
- Verifies accuracy of patron records and updates information in database
- Places reserves on library materials and fills holds
- Locates library materials for patrons
- Contacts patrons to resolve mix ups or missing parts on returned materials
- Sorts library materials for shelving
- Sensitizes, desensitizes, and secures library materials
- Shelves library materials
- Maintains a consistent and reliable attendance record.
- Participates on various library teams as needed

ASSOCIATED DUTIES:

- Performs any assigned duties of Circulation
- Performs all Clerk level duties in the library as assigned
- Performs other duties as assigned by the Bookmobile Lead Supervisor or Deputy Director

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- High school diploma or equivalent required
- Ability to use personal judgment to effectively problem-solve
- Ability to work with a diverse public, and other staff members politely and with respect.
- Ability to communicate effectively in a pleasant and professional manner
- Training in customer service and dealing with difficult people preferred
- Ability to put materials in order using both alphabetic and alphanumeric systems
- Ability and stamina to physically perform all the necessary tasks assigned to the position
- Ability to work in a stressful environment
- Ability to communicate effectively in Spanish, both orally and in writing, desirable

PHYSICAL DEMANDS:

Ability to lift 60 pounds from one area to another. Ability to stand at the Circulation Desk for 5 hours with a break. Sitting, standing, walking, stooping, kneeling, crouching, climbing, balancing, bending, twisting, reaching, filing, talking, listening, concentrating, handling, grasping, writing, sorting, pushing a loaded book cart.

ENVIRONMENTAL/WORKING CONDITIONS:

Normal public library environment and Mobile Library environment (inside a vehicle, working with one other person, long stops), including dealing with the general public, and exposure to stress and noise during peak activity periods. Some evening and weekend work is required depending on the Mobile Library's hours of service.

EQUIPMENT USED:

Normal equipment used in a public library, including but not limited to: automated library computer system (workstation, barcode scanner, light pen, printer, removable or external storage devices, laptop computer; telephone, copy machine, A/V equipment (TV/VCR/DVD, cassette/CD player, camera, sound amplifying equipment, overhead projector, etc.), fax machine, walkie-talkies, book trucks, microfilm reader-printers, cash register, 3M security system, typewriter, calculator, paper cutter, laminator, binder, paper folding machine, postage machine and other equipment used in handling library materials.